



# Job Description

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<b>Job Title</b> Senior Officer – Mobile Banking Services	<b>Job Location</b> Dar es Salaam	<b>Category</b> Alternative Banking Channels
<b>Job Type</b> Full Time	<b>Job level</b> Intermediate	<b>Industry</b> Banking

**Open to Expatriates**

Only Open to Tanzanian Nationals

## Minimum Requirements

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<b>Min Budget</b> -	<b>Max Budget</b> -	<b>Primary Industry</b> Banking: 3 Years
<b>Secondary Industry</b> -	<b>Primary Category</b> Alternative Banking Channels: 3 Years	<b>Secondary Category</b> -
<b>Certificate</b> -	<b>Qualification</b> -	

## Summary

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To provide vital support to customers by ensuring they are able to utilize the bank's online and mobile banking services and hence convenience and value addition to existing products.

Branch support on all Mobile banking [M24/7] and online banking [i24/7] related issues. Correspondence with branches, clients and other departments on matters relating to m 247 and i247 banking services.

## Responsibilities

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- Customer set up (on boarding new customers) and static data maintenance authorization in both
- Monitoring of transactions in both online banking [i24/7] and Mobile banking [M24/7] services.
- Review recovery of relevant charges on both online banking [i24/7] and Mobile banking [M24/7] services
- Reviewing of on boarding and transactions reports.
- Review of digital channels process guidelines, policies, procedure manuals to align with department practice.
- Review of B2C and C2B reconciliations on daily basis and i247 pay out accounts should be in zero balance the end of day.
- Authorize reset customer on both m24/7 and i24/7.
- Customer complaints tracking & resolution.
- Timely funding of floats for m24/7 transactions.
- Resolution of digital channels related audit findings
- Monitoring uptime of digital channels.
- Adherence to regulatory fillings & limits related to operations
- Support in onboarding projects relating to m24/7 and i24/7
- Ensure effective business continuity plan is implemented.

Any other duties assigned by the Head of department

## Education & Qualifications

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- University degree from any related field preferred IT/Computer Science.
- Excellent knowledge of banking operations.

## Requirements

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- At least 3 years of work experience in a banking environment
- Excellent skills on Microsoft applications.

## Characteristics

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- Customer focused
- Excellent listening, verbal, and written communication skills
- Excellent interpersonal skills.
- Supportive team player.
- Ability to handle stressful situation appropriate
- Self-motivated with the ability to work independently

## Reporting To

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Manager – Mobile Banking Services Unit.

## Driving Licence

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Not Required

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