



1. Digital Sales Manager (2 Position(s))

Job Location: Head Office, Hq

Job Purpose:

Responsible for driving sales while ensuring usage and retention of Retail Banking digital products such as NMB Mkononi, Internet Banking, Dunduliza, Kikundi, etc. Coordinate the execution of digital sales strategy across the network. Provide leadership and support to the sales force team (DCAs) and monitor Digital products' performance in line with the bank strategy.

Main Responsibilities:

- Oversee the execution of digital banking strategies across the network to drive sales of digital products while ensuring that the level of execution is in line with bank strategy.
- Work with all functions of the bank including Retail products, Sales & Service, to define and deliver end-to-end customer experience on digital banking.
- Develop, propose and communicate Key Performance Index (KPI's) aligning with strategic direction of the Digital banking business.
- Responsible for monthly performance reviews of digital products KPIs across branches and zones.
- Coach, provide support and coordinate the field teams (Digital Channels Ambassador, Direct Sales Staff and NMB Wakala
- Prepare objectives and perform periodic performance review matrix and evaluations for the digital sales taskforce.
- Develop strategic road maps (route plans) for DCAs visitations for schools, religious institutions and other key segments.
- Organize and implement training to Branch staff, Digital Channels Ambassadors and NMB Wakala in all new initiatives undertaken in the Digital Sales department.
- Coordinate product implementation between business; operations, technology and all third parties.
- Scan the market and provide market insights that will assist in the growth of digital products.
- Work closely with the Marketing department and develop promotions and campaigns.
- Work closely with the Technology and Retail Products team in project management of digital products including tests and pilot.

Knowledge and Skills:

- Broad understanding of Alternative Channels
- Strong analytical and reporting skills.
- Project management Skills.
- Strong Microsoft Office.

- Strong communication, presentation and negotiation skills.
- Interpersonal skills and stakeholders' management.

Qualifications and Experience:

- Bachelor's degree in Business Administration, Banking, Finance, Computer Science or related fields.
- A minimum of 5 years of sales experience, including 3 years in a leadership role in the banking industry, Microfinance Institutions or Mobile Network Operator (MNO).
- A proven track record of meeting or exceeding sales targets is crucial.
- Prior exposure in field team Management or FMCG operations /indirect sales/Vendor support management/ will be an added advantage.

NMB Bank Plc is an Equal Opportunity Employer. We are committed to creating a diverse environment and achieving a gender balanced workforce.

Female candidates and people living with disabilities are strongly encouraged to apply for this position.

NMB Bank Plc does not charge any fee in connection with the application or recruitment process. Should you receive a solicitation for the payment of a fee, please disregard it.

Only shortlisted candidates will be contacted.

Job opening date : 15-Apr-2025

Job closing date : 29-Apr-2025

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2. Operation Transformation System Developer (1 Position(s))

Job Location: Head Office, Hq

Job Purpose:

Responsible for designing, developing, and maintaining systems that enhance business processes and operational efficiency.

Main Responsibilities:

- Design, develop, and maintain systems and applications to streamline business processes and operations.
- Collaborate with business units to deliver scalable, innovative, and secure solutions that support the bank's operational transformation initiatives.
- Lead development tasks on Imaging & Workflow solutions to ensure seamless document management and workflow automation.
- Develop and implement RPA solutions to automate repetitive operational tasks.
- Integrate new and existing systems to improve operational efficiency and reduce manual effort.

- Act as a technical lead for small to medium development projects, ensuring timely and effective delivery.
- Collaborate with stakeholders to gather requirements, design system solutions, and manage development lifecycles.
- Ensure alignment of solutions with business goals and regulatory requirements.
- Conduct system testing to identify and address bugs or performance issues before deployment.
- Manage the rollout of new systems, enhancements, and upgrades into the production environment.
- Monitor system performance post-deployment and provide timely support for technical issues.
- Develop tools and systems to measure and improve the performance of key processes across the bank.
- Collaborate with the Operational Transformation & Assurance team to identify and address inefficiencies using technology solutions.
- Evaluate and recommend emerging technologies to drive continuous process improvement.
- Document technical designs, development processes, and user guides for all implemented solutions.
- Provide training to users and stakeholders on new systems and solutions to ensure successful adoption.

Knowledge and Skills:

- Proficiency in programming languages such as Python, C#, or Java.
- Experience with workflow and imaging platforms (e.g., Sybrin, Kofax, or similar).
- Knowledge of RPA tools like UiPath, Automation Anywhere, or Blue Prism.
- Strong understanding of system integration and API development.
- Expertise in database management (e.g., SQL Server, Oracle).
- Strong analytical and problem-solving abilities.
- Excellent communication skills for cross-functional collaboration.
- Ability to manage multiple tasks and projects effectively.
- Attention to detail and a commitment to delivering high-quality work.

Qualifications and Experience:

- Bachelor's degree in Computer Science, Software Engineering, Information Systems, or a related field.
- Additional certifications in RPA, Imaging & Workflow solutions, or Agile Development are an added advantage.
- Minimum of 3-5 years of experience in system development, preferably in the banking or financial services sector.
- Proven experience in leading development tasks for workflow automation and imaging systems.

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3. Relationship Manager; Affluent (1 Position(s))

Job Location :

Dar Es Salaam Zone, Mlimani City

Job Purpose:

Responsible for client Relationship Management within the assigned branch through sustaining customer satisfaction, retaining existing customers and generating additional business; acquire customers through various sales activities.

Responsible for growing high net worth clients' Assets and Liabilities from Public Sector, Government, Institutional, Corporate and SMEs.

Main Responsibilities:

- Responsible for Portfolio growth (Assets, Liabilities, Investment products and Insurance) through customer visits, sales, and retention.
- Manage Portfolio movement reports both self and the team that he/she leads and take action on any abnormalities observed.
- Customer retention, maximizing benefit from customers through cross-selling relevant NMB products in the segment.
- Minimization of exposures to and impact of risks while adhering to KYC, AML in managing the portfolio
- Ensure quality of service in the portfolio and management of customer expectations through effective queries, complaints, and correspondence handling in a timely manner as per service operating standards.
- Guide and coach other bank employees (Relationship Officers and Bank Officers) on how to handle Private Banking clients.
- Ensure an effective call program is maintained on all allocated relationships and prospects. The calls should be recorded and filed.
- Keep abreast of the rapid pace of product/service development, suggest possible best solutions for improving offerings to Private banking clients.
- Organize/propose quarterly events for customers within the region for more effective engagement and relationship enhancement in order to improve the NMB brand image in the market.
- Conduct initial screening interviews with prospective clients and maintain familiarity with customers' relevant documents.

- Be conversant with policies and procedures pertaining to all bank products and services and be able to adapt to change based on technological advancements and customer sophistication.

Knowledge and Skills:

- Thorough knowledge of bank products, operations, regulations, and specific markets for Private banking clients
- Thorough knowledge of Private banking clients' needs and ability to come up with proper solutions.
- Sound financial knowledge, thorough information of various NMB offerings.
- Excellent Client Management skills
- Excellent communication, networking, and interpersonal skills
- Understanding and interest in financial/banking products and markets
- Ability to analyze and research information.
- Ability to explain and handle complex information clearly and simply.
- Ability to identify the need for change and to drive the desired changes, adaptable and flexible in anticipating and realizing market opportunities.
- Good sales and negotiation skills
- Leadership and Coaching skills
- Credit skills.
- Strong analytical, problem-solving skills, decision making and financial management skills.
- Excellent report writing and presentation skills.
- Project Management

Qualifications and Experience:

- Bachelor's degree in business related studies
- 5 years' experience in banking operations and/or Relationship Management of High-net worth clients
- Experience in credit assessment

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