



## 1. Consultant, Customer Service

### Job Overview

Business Segment: Personal & Private Banking

Location: TZ, undefined, Tanga, Tanga

Job Type: Full-time

Job Ref ID: 80447036A-0002

Date Posted: 11/14/2025

### Job Description

We are seeking a dedicated Consultant, Customer Service to join our Branch in Tanga. As a key member of the branch, you will be responsible for providing exceptional service to our valued clients, ensuring their satisfaction and fostering long-term relationships.

- Serve as the primary point of contact for customer inquiries, concerns, and requests
- Respond to customer queries through various channels, including phone, email, and chat
- Analyze customer issues and provide timely, effective solutions
- Maintain accurate records of customer interactions and follow-up actions in our CRM system
- Collaborate with cross-functional teams to resolve complex customer issues
- Identify opportunities to improve customer satisfaction and loyalty
- Stay updated on company products, services, and policies to provide accurate information
- Participate in ongoing training and development programs to enhance customer service skills

### Qualifications

**Qualifications:**

- Bachelor Degree in Commerce, Finance or equivalent
- Strong cash handling and basic math skills
- Proficiency in computer systems and banking software
- Excellent customer service and communication skills
- Keen attention to detail and ability to maintain accuracy in all tasks
- Problem-solving abilities and capacity to work well under pressure
- Previous experience in banking or customer service preferred
- Knowledge of banking products and services is a plus
- Ability to work flexible hours, including weekends and holidays as required
- Fluency in English and Swahili (preferred)

## Additional Information

### **Behavioural Competencies:**

- Checking Things
- Documenting Facts
- Examining Information
- Following Procedures
- Interacting with People
- Interpreting Data
- Making Decisions
- Managing Tasks
- Meeting Timescales
- Producing Output
- Team Working
- Upholding Standards

### **Technical Competencies:**

- Client Relationship Management
- Collaboration
- Continuous Improvement
- Creative Problem Solving
- Operations Risk Management

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## 2. Teller

### Job Overview

Business Segment: Personal & Private Banking

Location: TZ, Mbeya Region, Mbeya, B345

Job Type: Full-time

Job Ref ID: 80446632A-0001

Date Posted: 11/14/2025

### Job Description

We are seeking a friendly and professional Teller to join our Branch in Mbeya. As a Teller, you will be the face of our bank, providing exceptional customer service while accurately processing financial transactions. This role is ideal for detail-oriented individuals who enjoy working in a fast-paced environment and have a passion for helping customers with their banking needs.

- Process various financial transactions, including deposits, withdrawals, and loan payments
- Verify customer identities and maintain account confidentiality
- Balance cash drawers and maintain accurate records of all transactions
- Promote and cross-sell bank products and services to customers
- Respond to customer inquiries and resolve issues in a timely manner
- Comply with all bank policies, procedures, and regulatory requirements
- Collaborate with team members to ensure smooth operations and excellent customer experience
- Assist with administrative tasks and special projects as needed

### Qualifications

#### Qualifications:

- Bachelor Degree in Commerce, Finance or equivalent
- Strong cash handling and basic math skills
- Proficiency in computer systems and banking software
- Excellent customer service and communication skills
- Keen attention to detail and ability to maintain accuracy in all tasks
- Problem-solving abilities and capacity to work well under pressure
- Previous experience in banking or customer service preferred
- Knowledge of banking products and services is a plus

- Ability to work flexible hours, including weekends and holidays as required
- Fluency in English and Swahili (preferred)

## Additional Information

### Behavioural Competencies:

- Checking Details
- Documenting Facts
- Examining Information
- Following Procedures
- Interacting with People
- Interpreting Data
- Making Decisions
- Managing Tasks
- Meeting Timescales
- Producing Output
- Team Working
- Upholding Standards

### Technical Competencies:

- Client Relationship Management
- Collaboration
- Continuous Improvement
- Creative Problem Solving
- Operations Risk Management

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## 3. Banker, Entrenchment (Temp)

### Job Overview

Business Segment: Personal & Private Banking

Location: TZ, Dar es Salam, Dar es Salaam, Kinondoni Road

Job Type: Part-time

Job Ref ID: 80447002A-0001

Date Posted: 11/14/2025

## Job Description

To proactively promote a virtual/remote relationship-based offering by being a dedicated and primary point of contact for clients in the Prestige/Executive Banking segment (and Private Banking where required), through the provision of banking solutions which meet their needs and in accordance with the specified value propositions.

## Qualifications

**Type of Qualification:** Bachelors Degree

**Field of Study:** Business Commerce or equivalent

### Experience Required

Affluent Clients

Personal and Private Banking

1-2 years

Experience in sales and clients relationship management Experience in sales and relationship management of clients and able to drive profitability and build relationships. Proven sales track record in the financial services industry. Knowledge of the bank's products, services and digital platforms.

## Additional Information

### Behavioural Competencies:

- Adopting Practical Approaches
- Articulating Information
- Convincing People
- Documenting Facts
- Interacting with People
- Managing Tasks
- Meeting Timescales
- Pursuing Goals
- Showing Composure
- Team Working
- Thinking Positively
- Upholding Standards

### Technical Competencies:

- Banking Process & Procedures
- Client Retention

- Cross and Up-Selling
- Customer Understanding (Business Banking)
- Financial Industry Regulatory Framework
- Product Knowledge (Business Banking)
- Risk Identification

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