WE ARE

HIRING

Asst. Relationship Manager

REPORTING TO:

Branch Manager

DEPARTMENT:

Retail

REGION: Tanga

HOURS OF WORK

8am - 5pm Monday to Friday.
Additional hours as required by workload

SWIPE

Call 0800 780 111 or visit www.eximbank.co.tz

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1. PURPOSE OF JOB:

The purpose of this role is to build the Business, Deepen Relationships, and Managing Key and Potential Customers from sales of Liabilities, Acquisitions, Cash Management, Credit Card, and Retail Products to maximize revenue by achieving sales targets.

2. PRINCIPLE ACOUNTABILITIES :

- Establish and nurture strong connections with a designated customer portfolio, serving as their primary point of contact for banking needs.
- Drive growth in Current Account, Savings Account, Fixed Deposit, and Asset products within the existing client base, meeting specified targets. Actively pursue new acquisitions within allocated budgetary limits.
- Work towards achieving targets for fee income by leveraging the existing client portfolio and identifying opportunities for additional services.
- Deliver personalized banking services to clients, including regular account reviews and informed guidance to support their financial objectives effectively.
- Identify and capitalize on cross-selling opportunities within the assigned client portfolio, promoting additional products and services to enhance customer satisfaction.
- Establish and maintain a comprehensive sales and inquiry management database for performance evaluation, analysis, and continuous enhancement.
- Collaborate closely with branch managers to anticipate challenges, identify opportunities, and offer professional insights and solutions to stakeholders.
- Utilize referrals from existing clients within the portfolio to facilitate the acquisition of new client accounts, expanding the customer base.
- Maintain comprehensive knowledge of all bank products and services to effectively serve clients and provide informed recommendations.
- Prepare regular position reports for branch management, offering insights into portfolio performance and highlighting areas for focus and improvement.

SWIPE

3. QUALIFICATION AND EXPERIENCE REQUIRED:

- University degree in Business Administration or Economics and relevant professional qualifications in banking, finance, or marketing
- Minimum of two years relevant working experience in a similar position
- Computer literacy and knowledge of new evolving technology systems
- Ability to assess customer needs and develop products that suit their needs.
- Self-confident, ambitious, and willing to take challenges.
- The high energy level and aggressive
- Self-motivated, fast learner with a proven ability to work independently under pressure and high efficiency.
- Experience in structured trade finance, syndication, and project financing will be an added advantage.
- Possess in-depth understanding and knowledge of retail banking Products viz (liabilities, acquisitions, cash management, credit cards, sales products, etc.)
- Proven sales experience in a client relationship role within retail banking

Kindly use the provided link to submit your application.

NB: Only shortlisted candidates will be contacted

Application deadline: **07th Feb 2025.**

WE ARE HIRING

Relationship Manager – High Networth Individuals

REPORTING TO:

Senior Manager – Preferred Banking

LOCATION:

Dar es Salaam Branches, Zanzibar Branch,
Moshi Branch and Arusha Branch

DEPARTMENT:

Retail

HOURS OF WORK

8am - 5pm Monday to Friday.
Additional hours as required by workload.

SWIPE

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1. PURPOSE OF JOB:

The purpose of this role is to offer personalized financial solutions and deliver exceptional service to high-net-worth clients. This includes addressing their unique financial needs, fostering long-term relationships, and enhancing customer satisfaction to drive business growth.

2. PRINCIPLE ACOUNTABILITIES:

- Actively work to expand the deposit base by acquiring high-net-worth clients, focusing on both the number of clients and the value of deposits in line with the targets provided.
- Achieve the fee income objectives by managing and growing the portfolio of existing and new-to-bank (NTB) High networth clients, driving overall profitability.
- Build and nurture strong, trust-based relationships with high-net-worth clients to ensure retention and long-term loyalty.
- Provide bespoke financial advice and innovative solutions tailored to clients' specific needs, considering their unique financial situations and aspirations.
- Serve as the main point of contact for clients, offering exceptional customer service by promptly addressing inquiries, resolving issues, and ensuring satisfaction.
- Regularly assess and review clients' financial portfolios to ensure alignment with their financial goals, adjusting as necessary to maximize returns and minimize risks.
- Identify and actively pursue new business opportunities, both from existing clients and new prospects, ensuring continuous portfolio growth.
- Collaborate with internal teams, including Wealth Management, Investment Advisors, and Risk, to provide clients with a comprehensive suite of financial services that meet their needs.
- Continuously stay informed about market trends, financial products, and investment opportunities to offer timely and relevant advice to clients.
- Ensure full compliance with all relevant banking policies, regulatory requirements, and industry standards in all client interactions and transactions.
- Continuously looking for ways to improve service delivery, operational efficiency, and client satisfaction to enhance the overall client experience.
- Perform any other duties as assigned by management, contributing to the overall success of the High Networth Individuals.

SWIPE

3. QUALIFICATION AND EXPERIENCE REQUIRED:

- University degree in Business Administration or Economics and relevant professional qualifications in banking, finance, or marketing
- Minimum of 8 years relevant working experience in a similar position
- Computer literacy and knowledge of new evolving technology systems

4. COMPETENCY REQUIRED:

- Demonstrated ability to assess customer needs and design products that effectively address those requirements.
- Self-assured, goal-oriented, and eager to take on new challenges with a drive for success.
- Possesses a high energy level and a proactive, results-driven approach.
- Highly self-motivated, quick to learn, and capable of working independently under pressure while maintaining high efficiency.
- Experience in structured trade finance, syndication, and project financing is considered an asset.
- Deep understanding and knowledge of retail banking products, including liabilities, acquisitions, cash management, credit cards, and other sales products.
- Demonstrated success in a client relationship role within retail banking, with a proven track record of sales achievement.

Kindly use the provided link to submit your application.

NB: Only shortlisted candidates will be contacted

Application deadline: **07th Feb 2025.**

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