

WE ARE HIRING



Position: Relationship Manager

Reporting to: Head SME



Location: Dar es Salaam, Tanzania

Job Summary:

Achieve all operational excellence and financial targets through business growth and development set by the bank at branch level.

Key Responsibilities

Business Performance:

- Delivery of sales, revenue, deposit, risk asset, targets, and efficiency ratio
- Prepare and deliver on approved branch budgets
- Responsible for strict cost management including review of both direct and indirect costs generated by the branch. Achieve a cost/income ratio in branch.

Relationship Management & Customer Service:

- Deliver on customer service standards, acquisition and client satisfaction levels, retention of high performing clients and growing share of wallet as per target market.

People Management & Teaming:

- Build and develop a high performing team by driving performance development and coaching to achieve productivity and efficiency

Process, Controls and Operation Performance:

- Ensure compliance with operations risk.
- Complies with branch layout standards, KYC, operating & risk policies and procedures.

Strategic Initiatives:

- Expanding approved market reach.

Qualification & Experience:

- Educational Background: A Bachelor's or Master's degree Banking or Business Administration, Economics, Finance, or other related fields of study.
- Professional Experience: At least 5 years of experience in relationship management and branch operations.

Application Instructions:

If you are interested and meet the selection criteria, please submit your Curriculum Vitae by **February 07, 2025** to ETZ-RECRUITMENT@ecobank.com.

Please note that only shortlisted candidates will be contacted.

Ecobank Tanzania Limited
Human Resources

