



## **1. JOB TITLE: Human Resources Officer**

**Department:** Human Resources

**Location:** FINCA Head Office, Dar es Salaam

**Validity period:** 10/02/2025 – 24/02/2025

The Human Resource Officer (HRO) is a member of the HR team and it is expected that s/he will participate and take an interest in all HR-related matters. In order to maximize the professional concentration and maintain an efficient delegation of duty in the HR Department, the HRO is assigned all functions related to employee relations, Performance Management, staff Training and Records Management, HR Operations and other HR functions as may arise from time to time.

### **ESSENTIAL DUTIES:**

- Be the Brand Champion, by living the brand, ensuring all staff are aware of the brand values and there is a sustainable culture on brand values across the subsidiary
  - Develop and coordinate the employee recognition programs to include reviewing, evaluating and making recommendations for these programs.
  - Collect timely data to support business initiatives through focus groups, surveys, one on one interview and other methodologies, evaluates and applies the data to support decision.
  - Assists in investigation and resolution of employee grievances and coordinates processes of responding to complaints.
  - Coordinate and conduct disciplinary hearings and Performance Review Meeting
  - Track performance management cycle (from goal setting to performance evaluation) in line with FINCA Microfinance Bank
  - Review the outputs of the employee appraisal process, identifying key issues

- and trends, and prepare consolidated reports for senior management.
- Using the performance appraisal outcomes, collaborate with Managers to identify employee training and career development opportunities and coaching / mentoring needs
  - Ensure proper maintenance and updating of all company personnel files at all offices.
  - Ensure complete confidentiality of employee files.
  - Organizes and maintains file system, and records which include electronic HR records
  - Ensure proper orientation training is provided to all new staff members to maximize efficient integration.
  - Assist in developing training content and materials and delivering training as may be required
  - Coordinate all training programs in FINCA Tanzania including online trainings
  - Processing of staff loans in line with the staff loan policy
  - Support the administration of medical insurance, National Social Security Fund(NSSF), HESLB and workmen compensation
  - Prepare monthly HR report

## **QUALIFICATIONS**

- Minimum qualification, Degree in Human Resources/ Labor Laws or any related discipline.
- At least 2 years as HR Generalist or Employee Relations Officer
- Experience in Human Resources in a diverse environment
- Experience in coordinating training, delivery of training a plus

**APPLY HERE**

## **2. JOB TITLE: Bancassurance Officer**

**Department:** Commercial

**Location:** FINCA Head Office, Dar es Salaam

**Validity period:** 14/02/2025 – 28/02/2025

The Bancassurance Officer will be responsible with all activities related to insurance service provision within the Bank for internal clients (Staff) and external clients. He/She should have direct contact with partners (Insurers

who signed MOU) and stakeholders (BOT and TIRA). Also all responsibilities that relate to performance of the Bancassurance unit is within his/her scope including collection of premiums and claim of clients. All the management of Ambassadors who work for Insurance partners, their performance are also tracked by the Bancassurance Officer.

## **ESSENTIAL DUTIES**

- To grow gross revenues, ensure the capital and marketing expenses are not exceeded as per the approved budget.
- Plan, monitor and implement the Customer Service Standards and Processes as per set deliverables to ensure friendly and timely customer service, claim resolutions, grievance resolution and satisfaction.
- Grow and achieve the targets in terms of quality and volumes as well as expand the internal distribution network including support and oversee branches.
- Perform prudently and in consultation with the team, Operations oversee all activities related to risk surveys and assessment, underwriting, quotations, placements, policy renewals, policy issuance and documentation including accurate Sticker usage and timely data processing.
- To set and manage insurance structure of the Bank including to carry out all duties of insurance principal officer as required by TIRA and BOT.
- Maintain a high quality general and life insurance business portfolio and ensure that growth and sustainability are closely monitored and controlled in order to increase the banks' profitability.
- To ensure that there is adequate insurance cover for all customers 'mortgaged properties /collaterals covering loans and overdrafts.
- To ensure that Renewal of FINCA Bancassurance certificate registration is done timely, in the prescribed time and form, and shall be accompanied by the prescribed fee as specified in the Insurance Regulations.
- To ensure that premiums are collected and remitted to the Insurance principal companies within time of the day in which cover under the policy incepted or the date on which the policy is renewable or in which an endorsement was made, as stipulated in the Insurance Regulations.
- To represent the Bank in conferences, workshops and training related to insurance matters.
- To work with IT department in make sure insurance business records are well designed and monitored to support insurance business.
- Customer facing liaison, focused on advising clients on the services throughout the customer lifecycle. Serving as a point of contact through sales, onboarding, and renewal phases.
- Sales and Distribution to ensure alignment, raise awareness of industry development and seek opportunities for improved service.

## **QUALIFICATIONS**

- Bachelor degree in Insurance and Risk Management or any business related subjects,

- Certificate of Insurance,
- Experience of not less than 1 year in the field of Insurance within the banking set up or insurance broker

**APPLY HERE**