



# We have a seat for you



## Position

Customer Service and  
Operations Manager  
(CSOM)

## Location

Morogoro branch

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**Job Title: Customer Service and Operations Manager (CSOM)**

**Education:** - Holder of Bachelor of Commerce and Finance, Economics, Business administration or its equivalent  
- CPA (T)/ACCA holder; Master's degree in relevant field will be an added advantage

**Experience:** Should possess at least 5 years of work experience in financial Management with at least 3 years in supervisory level

**Job Responsibilities**

- Strong knowledge of banking operations, KYC, AML, and compliance regulations
- Excellent leadership and team management skills
- Proficiency in branch cash management, reconciliation, and financial controls
- Strong customer service orientation with the ability to handle complex inquiries and issues
- Ability to manage risk and implement security and control measures effectively

**Send CV and Cover letter to the below email.**

Deadline: **28<sup>th</sup> February 2025**

Email: **recruitment@mkombozibank.co.tz**

**NB:** Only shortlisted candidates will be contacted given the volume of applications