

JOB VACANCY- 1 POSITION**ABOUT US:**

Tanzania Commercial Bank is a Bank that provides competitive financial services to our customers and creates value for our stakeholders through innovative products with a vision "to be the leading bank in Tanzania in the provision of affordable, accessible and convenient financial services". As part of organizational development and management of its human capital in an effective way, Tanzania Commercial Bank commits itself towards attaining, retaining and developing the highly capable and qualified workforce for Tanzania Commercial Bank betterment and the Nation at large.

Position:	Head of Customer Service
Department:	Operations
Section:	Customer Service
Reports to:	Chief Operating Officer
Location:	Dar es Salaam

POSITION OBJECTIVE

The Head of Customer Service will report directly to COO. This role is responsible for:

- Working with COO for planning and executing of the organization's overall customer experience goals. This includes liaising with other department heads to ensure all other teams contribute equally to providing customers a seamless experience across touchpoints
- Drive the Customer agenda, understand Customer insights and disrupt current operating models through innovation across segments and supporting functions with the assistance of the Chief Operating Officer
- Motive and inspire staff to improve service levels, through implementation of service initiatives & ongoing coaching
- Analysing complaints & driving the implementation of the necessary service / process improvements.

KEY RESPONSIBILITIES

- Ensure that the customer service team works in collaboration with all other business functions, consistently delivering great end-to-end customer experience across stages, channels and touchpoints in the customer journey
- Champion and promote the delivery of an excellent and consistent customer service and sales experience for customers by motivating and inspiring teams across the business, both customer-facing and support functions
- Identify systems & processes that create barriers to serving customers & improve/eliminate these to create value for customers
- Champion the customer service department. This entails assessing and managing the customer service team to continually improve processes and outcomes
- Provide ongoing feedback on customer service to all levels within the business, ensuring an integrated country effort around service initiatives

- Interact at executive/senior management level, proactively advocating for solutions and managing the customer escalation process
- Create and implement an analytics strategy for best in class service delivery. Leverage existing and additional relevant technologies for reporting and analytics across customer service and other customer facing functions/ channels
- Proactively implement the customer strategy & TCB-wide customer initiatives to gain staff commitment to serve customers well
- Champion the customer throughout the bank, balancing customer needs with business requirements and presenting a compelling case for internal change and improvement
- Conduct Customer research and analysing feedback as part of the service/process improvement.
- Ensure necessary regulatory requirements related to service are adhered to
- Improve on an overall experience of Complaint capturing/Handling within the Business

QUALIFICATIONS, SKILLS & EXPERIENCE

- Holder of Bachelor Degree in Banking, Economics, Commerce, Business Administration, Finance, ICT, Marketing, or equivalent qualifications from recognized institutions. Must have at least Six (6) years working experience in Banking Industry or Financial Institutions, in which at least two years' experience in Call Centre.
- An instinctive inclination & orientation towards service
- Good interpersonal and networking skills, with the ability to influence and guide strategy at senior levels
- Proven coaching and development skills
- Communication, Presentation skills both written and oral
- A good understanding of the various functions in the bank e.g. Retail, Corporate, Ops & IT
- Experience in large international bank/investment bank
- Training delivery and facilitation, questioning techniques

PERSONAL ATTRIBUTES AND BEHAVIOURAL COMPETENCIES

- Ability to demonstrate Tanzania Commercial Bank core values:
- Ability to priorities work and to meet deadlines.
- Ability to implement projects / programmes according to set objectives & timelines, across a wide business platform.
- Has sound judgment, common sense and good humor.
- Strong leadership and people management skills.
- Very strong business acumen, with ability to grow business.
- Ability to build effective relationships with all stakeholders
- Self-drive with a results-oriented mindset

The position will attract competitive salary packages and benefits. Applicants are invited to submit their resume via the following link:- <https://www.tcbbank.co.tz/careers> **applications via other methods will not be considered. Applicants need to fill their personal information, academic certificates, work experiences, and application letter. Other credentials will be submitted during the interview for authentic check and administrative measures.**

Tanzania Commercial Bank has a strong commitment to environmental, health and safety management. Late applications will not be considered. Short listed candidates may be subjected to any of the following: a security clearance; a competency assessment and physical capability assessment.

Deadline of the Application is 11TH JUNE, 2025.