



**WE ARE  
HIRING**

## Branch Manager – Clock Tower

**REPORTING TO:**

Cluster Head

**RESPONSIBLE FOR:**

All Branch Staff

**DEPARTMENT:**

Retail Banking

**REGION:**

Dar es Salaam

**HOURS OF WORK**

8am - 5pm Monday to Friday. 8am – 1pm Saturdays.  
Additional hours as required by workload



Call **0800 780 111** or visit [www.eximbank.co.tz](http://www.eximbank.co.tz)



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## 1. PURPOSE OF JOB:

To meet branch Retail and SME Financial Targets through a World class Sales and Service Management system and within established product programs through the branch.

To work closely with Central Operations Unit to operate and maintain a smooth running and operationally efficient branch, that conform to the financial institutions and BOT regulations, rules and guidelines issued from time to time. This will include servicing corporate customers.

## 2. PRINCIPLE ACCOUNTABILITIES:

### RESPONSIBILITIES:

- Accountable for all aspects of running a successful branch, delivering great business performance and leading and motivating a team that provides the best customer experience in your area.
- Primary responsibility will be to drive business (CASA and Fee Growth) product sales and Customer Service with oversight on branch operations, compliance and control.
- Understand your customer base and identify opportunities to build and grow profitable Relationships.
- Deliver against business and sales performance.
- Acquire new customers and retain and grow your relationships with existing customers.
- Responsible for the operational efficiency of the branch and productivity of its staff.
- Responsible for the operation and maintenance of the integrated systems, and retention of accurate and up to date records of all transactions including inter-bank transactions.
- Prepare periodic and statutory reports for management.
- Have a good understanding of branch control procedures with specific focus on financial security.
- Take ownership for resolving complex problems, working with colleagues in other offices / Branches to provide a seamless experience for your customers.
- Provide a superior level of customer relations and promote the service culture through coaching, Guidance and staff motivation.
- Participate in community affairs to increase the bank's visibility and enhance new and existing Business opportunities.
- Perform other duties in the absence of the MCSOP / Ops Manager as directed by the Cluster Head.



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### 3. SKILLS:

- At least 5 years experience in the banking Industry

### 4. QUALITIES:

- Good leadership, people management and banking skills
- Knowledge of relevant legislation, sales and business principles,
- Outstanding communication skills
- Strong commercial know-how and first class decision making abilities.
- Be a good relationship builder and a strategic thinker rather than just operational.
- Resilient under pressure.

**Kindly use the provided link  
to submit your application.**

NB: Only shortlisted candidates will be contacted

Exim Bank (T) Ltd is an employer that provides equal opportunities and is dedicated to fostering a diverse workplace and attaining a gender-balanced team. We highly encourage women and individuals with disabilities to submit their applications for this position.

Application deadline: **09<sup>th</sup> June 2025.**



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