



## **JOB TITLE: Branch Manager (Dodoma)**

Dodoma, Tanzania

### **Purpose of the Role**

The Branch Manager is responsible for driving branch sales and profits, ensuring smooth and efficient branch operations, and delivering exceptional customer service. This includes managing and mentoring a team of banking professionals, ensuring adherence to banking regulations, and contributing to the bank's growth through effective business development and operational management.

### **Summary of the key duties and responsibilities**

#### **1. Operational Management**

- Oversee and ensure the day-to-day operations of the branch, ensuring compliance with internal systems, policies, and regulations of the Bank of Tanzania (BOT).
- Ensure the operational efficiency of the branch and productivity of its staff, including overseeing loan approvals, lines of credit, and other fiscal matters.
- Supervise and maintain an integrated system to ensure accurate and up-to-date transaction records, including inter-bank transactions.

- Handle complex issues and work with other branches to ensure a seamless customer experience.
- Regularly prepare periodic and statutory reports for management and the Board of Directors as required.

## **2. Business Development and Sales**

- Promote and drive the sales of banking products and services, with a focus on customer acquisition, relationship building, and growth of deposits and loans.
- Identify and pursue business opportunities within the community to increase the bank's visibility and enhance both new and existing business opportunities.
- Monitor the performance of retail products and advise management on necessary adjustments to meet objectives.
- Develop and implement strategies for growing the branch's account base and achieving sales targets.

## **3. Customer Service and Relationship Management**

- Ensure the highest level of customer satisfaction by resolving complaints promptly and effectively, while maintaining a service-driven culture.
- Mentor and guide staff to deliver superior customer service and foster strong client relationships.
- Offer advisory services to both customers and staff on financial matters and banking procedures.
- Authorize payments and transactions on customers' accounts, ensuring compliance with internal limits and procedures.

## **4. Team Leadership and Development**

- Lead, motivate, and mentor branch staff to deliver exceptional service, sales, and operational performance.
- Develop performance objectives for each team member, monitor progress, and take corrective actions as needed to address underperformance.
- Foster a team-oriented environment that emphasizes employee development and collaboration.

## **5. Financial Responsibilities**

- Oversee the preparation and analysis of financial statements for the branch.
- Manage branch budgets, forecasts, and ensure financial reports comply with regulatory requirements.

- Implement and monitor fiscal plans, ensuring resource allocation is within budget.

## **6. Compliance and Security**

- Ensure branch compliance with all relevant legislation, internal policies, and KYC (Know Your Customer) requirements.
- Take responsibility for the security and safety of branch property, equipment, and sensitive customer information.
- Maintain accurate records for tax, regulatory agencies, and other financial stakeholders.

## **7. Administrative and Miscellaneous Tasks**

- Oversee branch administrative functions, including the maintenance of equipment and systems.
- Contribute to the continuous improvement of banking practices, eliminating waste and suggesting new practices.
- Participate in special projects and additional duties as assigned by the AGM or other senior management.

## **8. Coaching & Mentoring**

- Regularly coach and mentor the branch sales team to improve performance and ensure sales targets are met.
- Monitor and report the performance of the sales team according to agreed-upon KPIs.

## **Key Competencies required and Academic background**

### **Qualifications**

- Bachelor's degree in Finance, Accounting, Economics, or a related field.
- Minimum of 5 years in banking, preferably with experience in business development, sales, or branch operations.

### **Knowledge, Skills, and Key Competencies**

- Strong leadership, communication, and interpersonal skills.
- Excellent customer service, sales, and networking abilities.
- Good understanding of banking products, operations, and relevant financial regulations.
- Ability to analyze financial data, manage budgets, and develop strategies for growth.

- Strong decision-making and problem-solving skills, with the ability to manage pressure effectively.
- A strategic thinker who balances operational management with long-term goals.
- Effective communication and relationship-building skills, both internally and externally.
- Strong commercial awareness and the ability to adapt to a dynamic banking environment.
- High integrity, honesty, consistency, and reliability.
- Ability to drive performance, manage team dynamics, and foster a customer-centric culture.

Interested candidates are requested to submit their applications. The deadline for application is **28th June 2025**. Only shortlisted candidates will be contacted.

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