

SENIOR MANAGER SPECIAL ASSETS MANAGEMENT & RECOVERY I-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.

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| Position: | Senior Manager Special Assets Management & Recovery I |
| Rank | Principal Recovery Officer I |
| Department: | Credit |
| Section: | Special Assets & Recovery |
| Salary Scale | COBSS 9 (at officer level I) |
| Reports to: | Chief Manager- Special Assets Management & Recovery |
| Location: | Dar es Salaam |

POSITION OBJECTIVE

The main purpose of the job is to manage the Collection and Recovery Sub-unit to ensure turnaround of classified loan portfolio both SME, MSE and Consumer in line with the business strategy, credit policy and procedures.

KEY RESPONSIBILITIES

- 1) To receive delinquent retail loans with exposure below and consumer loans with above 91 days past due for collection purposes.
- 2) To maximize Collections and recoveries of non-performing retail portfolio i.e. all products of consumer loans, digital loans, MSE, and SME loans.
- 3) Conduct a review of delinquent loans and establish strategy for turnaround the same to ensure high quality performing credit portfolio in line with the business strategy.
- 4) To establish the compliance for recovery process including the demand notice which was issued against the existing securities/guarantee.
- 5) To advice, the branch and Management for turnaround plan and follow up implementation of the same with the credit department and branches.
- 6) To visit the borrowers with non-performing facilities with the intention to service the loan to assess and establish cash flows available to support the proposed payment plan.
- 7) To monitor payments on a monthly basis for non-performing borrowers with settlement arrangement with the Bank on the loan amount outstanding.
- 8) Liaise with all stakeholders for example, branches, departments within the bank,

- 9) Clients, government institutions, the Central Bank and other financial institutions to ensure that the bank's interests are properly represented and safeguarded.
- 10) Review the unit reports and related processes and procedures to ensure sound quality control and recommend appropriate interventions in line with the business strategy.
- 11) Lead and demonstrate leadership to the team to perform and achieve the expected results.
- 12) Presentation and preparation of liquidation and turnaround deals that offer minimum cost and maximum return to the bank.
- 13) Any other official duties assigned by the immediate supervisor/Line Manager.

QUALIFICATIONS, SKILLS & EXPERIENCE

Holder of Master Degree in one of the following fields; Banking, Economics, Commerce or Business Administration, Accountancy or Finance, Risk Management, Actuarial Sciences, Insurance or Equivalent qualifications from recognized institutions with working experience of at least sixteen (16) years in credit operations and Portfolio monitoring with a good background in Credit appraisal and Management.

- Knowledge in credit appraisal and monitoring, debt re-structuring/workout, collection and recovery.
- Knowledge in credit appraisal and monitoring, debt re-structuring/workout, collection and recovery.
- Debt recovery management.
- Effective writing and presentation skills in English and Swahili.
- Excellent interpersonal and networking skills, internally and externally.
- Strong analytical, problem-solving, decision-making and financial management skills.
- Proven leadership skills.

PERSONAL ATTRIBUTES AND BEHAVIOURAL COMPETENCIES

- Ability to demonstrate Tanzania Commercial Bank core values: - Customer Focus, trustworthy, Creativity, Teamwork and Excellence
- Ability to priorities work and to meet deadlines.
- Ability to work quickly, accurately and consistently when under pressure.
- A methodical and well-organized approach to work.
- Mature and able to work in a confidential environment.
- Has sound judgment, common sense and good humor

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 4TH SEPTEMBER, 2025.