

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:	Merchant Business Relationship Officer- I
Unit:	Digital & Innovation
Section:	Merchant Section
Reports to:	Principal Relationship Officer-Merchant & Channel Distribution
Location:	Head Office-Dar es Salaam

POSITION OBJECTIVE

The Merchant Business Relationship Officer is responsible for driving efforts for new merchant recruitment and retention, Merchant Business profitably and maintaining positive relationships with merchants while working closely with the TCB Branch network to drive sales and ensuring high levels of merchant satisfaction.

KEY RESPONSIBILITIES

1. Recruit and drive the merchant business through selling merchant solutions liaising with Branches and head office departments to support the recruitment process.
2. Manage customer relationships by conducting regular merchant site visits to ensure compliance with operating guideline and ensure that merchant visit reports are submitted for review
3. Monitor and manage the merchant portfolio performance and implement approaches to ensure portfolio qualitative and quantitative quality is maintained.
4. Manage existing business relationships within the portfolio to safe-guide the retention of customers in line with business needs.
5. Provide weekly, monthly sales reports and pipelines on new acquisitions to Branches and management.
6. Ensure merchants payments based on service level agreement
7. Execute merchant trainings and orientations to ensure that merchants are equip with proper product and operational knowledge for smooth running of the business.
8. Organize merchant workshops to ensure that acquiring best practice knowledge is disseminated to merchants.

9. Supply marketing/branding materials and consumables such as receipt rolls to branches, report on stock available and work to replenish timely on agreed TAT.
10. Ensure proper custodianship and maintenance of merchant documentation.
11. Manage and respond to customer queries and merchant transaction disputes as per the customer service standards and agreed SLAs and maintain a record of all reported issues to be reviewed on weekly acquiring sessions and meetings
12. Look for opportunities to grow card business through identifying and engaging prospective partners and partaking in new initiatives for business growth.

QUALIFICATIONS, SKILLS & EXPERIENCE

Education: Bachelor's degree in Business, Marketing, Finance, or a related field.

Experience: 3+ years of experience in merchant acquiring, sales, or a related field within the financial services or telecommunication industry.

- Strong sales and business development skills with a commercial mindset
- Excellent communication and interpersonal skills.
- Proven ability to build and maintain strong client and partner relationships.
- In-depth knowledge of the merchant services industry, including regulations, trends and best practices.
- Strong analytical and problem-solving abilities.
- Experience in managing and motivating sales teams.
- Strong project management skills with the ability to manage multiple initiatives simultaneously.

PERSONAL ATTRIBUTES AND BEHAVIOURAL COMPETENCIES

- Ability to demonstrate Tanzania Commercial Bank core values:
- Customer Focus, trustworthy, Creativity, Teamwork and Excellence
- Ability to prioritize 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.
- Strong leadership and people management skills.
- Strong skills in managing SME portfolio.
- Prioritize Task.
- Team Player.
- Proven leadership skills (Must have managerial experience in operations and/or credit.
- Very strong business acumen, with ability to grow business.
- Ability to build effective relationships with all stakeholders
- Self-drive with a results-oriented mindset
- Effective communication and influencing skills, strong analytical skills with high level of attention to details.

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 30TH April, 2025.

#Mission100by100