

Job Title: Sales Officers (6) - Agency Banking

Department: Retail Banking

Reporting to: Agency Banking Manager

Region: Dar es Salaam, Arushaa, Mwanza, Mbeya, Dodoma and Zanzibar.



Hours of Work: 8am - 5pm Monday to Friday.
8am - 1pm Saturday.
Additional hours as required by workload

1. PURPOSE OF JOB:

General-purpose:

To assist the bank to achieve its targets by optimizing distribution opportunities through building up and managing a high-quality agent network/portfolio around his/her branch vicinity.

Specific- purpose:

- Searching, assessing, accepting, and processing potential prospect agents' applications to become Exim Wakala (Recruitment)
- Assist in activating and training bank's agents after being approved
- Monitoring Agency conduct, operations, and performance (Revenue and benefits realization)
- Supporting agents in their daily operations throughout the whole agent Life Cycle
- Assist in ensuring agents' visibility/branding both external and internal
- Facilitating first-contact meetings with potential Exim Wakala
- Push for agents' transactions growth eventually revenue/deposit mobilization growth
- Manage agents' relationships and ensure complaints/disputes from agents or customers who got served through agents are sorted within set SLAs

2. INTERACTION WITH OTHERS

- **Internal:** Branch staff, Branch managers, Relationship managers, Sales Officers, Compliance team, Call Centre team and marketing team.
- **External:** Regular contact with aggregators and retail agents

3. EDUCATION, EXPERIENCE & SKILLS

- Bachelor's degree or Ordinary diploma in Marketing, Business Administration, or any other related field
- Relevant banking experience with minimum of 1 year sales experience
- Computer literate
- Good negotiation skills

Please send your application to hrrcruit@eximbank.co.tz

Application deadline:- **6th May 2022**



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