



Mwanga Hakika Bank Limited (MHB) is a fully-fledged Commercial Bank and 100% owned by local Tanzanians. We have an exciting opportunity for enthusiastic and committed individuals to join our dynamic and growing team in the following open vacancy:

## **JOB DESCRIPTION – RELATIONSHIP OFFICER (MHB DODOMA & ARUSHA BRANCH)**

### **JOB PURPOSE**

Responsible for growing both Assets (Loans) and Liabilities (Deposits) from Clients, advise the branch/ department on business strategy and implement strategy to canvass business from Customer so to achieve continuous portfolio/ business growth.

## **SUMMARY OF THE KEY DUTIES AND RESPONSIBILITIES**

### **Responsibilities**

- Pro-actively managing and developing effective client relationships, identifying and managing solutions to meet a wide range of client needs and promoting products and services.
- Generating and growing revenue streams through effective client management.
- Developing a comprehensive understanding of the client's financial needs and demonstrating strong product and service knowledge in order to match the bank's offering with client needs.
- Generating new client acquisitions and selling products to new clients; liaising with the sales team to ensure the quality of leads referred is to the required standard
- Proactively engage with other stakeholders of the bank to ensure portfolio is maintained to the highest standard.
- Manage the development of prudently priced assets, cost-effective long-term liability with reputable companies and organizations in order to ensure Bank's maximum profitability.
- To identify and develop a target pipeline and aggressively market for new profitable status customers from the identified target sectors.
- Manage key customer relationships through regular contacts and visits by ensuring the effective call program is maintained on all assigned and prospect customers.
- Maintain high professional standards and strive to provide quality services and competitive pricing to clients
- Must have a clear understanding of the Products and Services offered by the bank
- Must be conversant with the financial needs of the Corporate Customers Ensure compliance to Know your Customer (KYC) and Anti Money laundering (AML) requirements in all dealings with existing and potential customers.
- Continuously identify and exploit cross selling opportunities that embed the bank and its products with customer needs and ensure the bank becomes the choice for their investment and banking.



**KEY BEHAVIORS COMPETENCY NEEDED**

**(Knowledge, skills, qualifications, and experience required for a satisfactory job performance)**

**A: Required Qualifications**

- Bachelor’s degree in Business Administration, Marketing, Banking and Finance, or any other relevant fields.
- MBA will be an added advantage

**B: Required Experience:**

- 3 to 5 years’ experience in Banking business.

**C: Required knowledge and skills**

- Sound knowledge of the MHB's products and offerings.
- Good communication and presentation skills.
- Share valuable and understandable information on products and services.

**(List of personal attributes, motives, values, and or characteristics required for the person to possess to carry, and manage responsibilities towards meeting various Organization and particularly Departmental targets**

**Attributes**

- Engages in regular business growth activities that reinforce personal expertise and MHB brand.
- Core relationships among the clients
- Balances dedication to clients with objectivity and independence
- Able to earn trust in relationships with clients by consistently demonstrating integrity (Honesty, consistency, and reliability) and professional competence.

Interested candidates are requested to submit their applications to [career@mhbbank.co.tz](mailto:career@mhbbank.co.tz). The deadline for application is **March 29, 2024**. Only shortlisted candidates will be contacted.

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