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## JOB VACANCY- 2 POSITIONS

### 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:	Banking Operation Officers
Department:	Retail and SME Banking
Section:	Branch Network
Reports to:	Branch Manager
Location:	Pemba

### POSITION OBJECTIVE

To serve customers effectively, Maintain competitive turnaround time and process transactions accurately. His/her efficiency and courtesy often reflects the Bank's standard of service. He/she has to ensure that both front and back office operations are performed fast, accurately and friendly.

### KEY RESPONSIBILITIES

- Guide prospective customers who come over the counter for enquiries.
- Coordinate all counter activities while ensuring that quality service is provided to customers.

- Receive Cash and Cheque deposits
- Posting Transactions
- Verify teller proof of cash and teller proof of cheques against actual documents by ticking and signing the printouts.
- Scrutinize internal vouchers to ensure that they are properly drawn and authorized in line with the approval limits.
- Handle Foreign Exchange Transactions
- Cross sell Banks Products to Customers
- Affixing photographs in new/continuation customer pass books
- Correspond with Cards custodians on issues relating to ATM cards, check reports in order to solve customer complaints.
- Any other duties as may be assigned by Supervisor/BFO from time to time.
- Comply with the Policies and standards, Local laws and Regulations, Controls and Procedures of the Bank.
- Report Suspicious Transactions
- Ensure you comply with Money Laundering Prevention as per Bank Policy, Know your Customer(KYC)/Customer Due Diligence (CDD)
- Issue new passbooks and ID cards to new customers.
- Scrutinizing and short casting customer's passbooks before making payment on customer's accounts
- Computing and charging commissions, interest and all other bank charges on customers.
- Fill delivery notes/registers for items moved from one office to another by post of dispatch.
- Balancing teller's cash at the closure of business daily.
- Check and sign back-office entries raised by the respective clerks/tellers.
- Prepare Bank reconciliation statement timely and accurately.
- Reconcile and clear all suspended transactions

- Filing/bundling records for safe keeping in the record rooms.
- Any other duties as assigned by superior.

## **PROFESSIONAL AND INTERPERSONAL DETAILS**

**Education:** Holder of Bachelor Degree in one of the following fields; Banking, Accountancy, Auditing, Finance, Tax Management, Community Development, Education, ICT, Marketing, Commerce or Business Administration (majoring in Accountancy or Finance) or equivalent qualifications from any recognized Institution. Knowledge in the use of accounting package and computer literate is an added advantage.

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. All interviews will be conducted at Pemba, candidates from Pemba are therefore highly encouraged to apply.

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 23<sup>rd</sup> July 2024.**