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## JOB VACANCY- 3 POSITIONS (UPCOUNTRY)

### 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 Operations Officer
Department:	Retail & SME Banking
Section:	Branch Network
Reports to:	Branch Manager
Location:	Upcountry

### 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 inquiries.
- 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
- Correspond with Cards custodians on issues relating to ATM cards, check reports in order to solve customer complaints.
- 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)
- Computing and charging commissions, interest and all other manual 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 (call-over).
- Prepare Bank reconciliation statement timely and accurately.
- Reconcile and clear all suspended transactions
- Filing/bundling records for safekeeping in the record rooms.
- Perform any other duties as may be assigned by Supervisor from time to time.

**CONTRIBUTES TO:**

- Customer – Service Delivery/Enquiries
- Efficient and Quality Service to Customers

**QUALIFICATIONS, SKILLS & EXPERIENCE**

Holder of Degree in one of the following fields; Business Administration, Finance, Accounting, Banking, Economics, Marketing or equivalent qualifications from any recognized institution in related fields.

**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 10<sup>th</sup> September 2024.**