



Head Office: PSSF Millennium Towers II, Bagamoyo Road  
P.O Box. 9300, Dar es Salaam, Tanzania  
Telephone: +255 22 2162940 Fax: +255 22 2114815  
website: [www.tcbbank.co.tz](http://www.tcbbank.co.tz)  
Email: [ceo@tcbbank.co.tz](mailto:ceo@tcbbank.co.tz)

## 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:	Senior Relationship Officer ( Card Business)
Department:	Digital & innovation
Reports to:	Principal Relationship Officer(Merchants & Channels Distribution)
Location:	Head Office- Dar es Salaam

### POSITION OBJECTIVE

The Senior Relationship Officer (Card Business) is responsible for overseeing the development, implementation, and management of the TCB bank's card products, including credit, debit, and prepaid cards. This role focuses on driving growth, ensuring compliance, enhancing product offerings, and maximizing customer satisfaction.

### KEY RESPONSIBILITIES

- i. Product Management: Lead the development, enhancement, and management of card products to meet customer needs and achieve business objectives.
- ii. Strategic Planning: Develop and execute strategic plans to drive the growth and profitability of the card business.

- iii. Market Analysis: Conduct market research and competitive analysis to identify trends, opportunities, and threats in the card industry.
- iv. Customer Experience: Work to improve the customer experience by optimizing card features, benefits, and services.
- v. Cross-Functional Collaboration: Collaborate with marketing, sales, compliance, risk, and IT teams to ensure successful product launches and ongoing product management.
- vi. Vendor Management: Manage relationships with card networks, processors, and other vendors to ensure high-quality service delivery and negotiate contracts and agreements.
- vii. Performance Monitoring: Establish and monitor KPIs to track the performance of card products, including usage, profitability, and customer satisfaction.
- viii. Regulatory Compliance: Ensure all card products comply with relevant regulations and internal policies.
- ix. Budget Management: Develop and manage the budget for the card business, ensuring effective allocation of resources.

### **QUALIFICATIONS, SKILLS & EXPERIENCE**

Holder of Bachelor Degree in Business Administration, Innovation Management, Arts in Design, Arts in Digital Media, Arts in Graphics Design, Marketing or equivalent qualifications from recognized institutions. Must have at least seven (7) years of experience in Card Services, Product Management, Banking Industry, Technology Industrial or Financial Institutions with;

- Strong analytical and problem-solving abilities.
- Excellent communication and interpersonal skills.
- Proven ability to manage and grow a card business.
- In-depth knowledge of the card industry, including regulations, trends, and best practices.
- Strong sales and negotiation skills.
- Excellent communication and interpersonal skills.
- Ability to understand and explain complex digital products and services.
- Customer-focused with a strong commitment to delivering high-quality service.

- Proactive and self-motivated with a results-oriented mindset.
- Basic understanding of digital technologies and trends.
- Proficiency in using CRM software and other sales tools.

### **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 3<sup>rd</sup> September, 2024.**