

Direct Sales

Background

DCB Commercial Bank PLC is a fully-fledged retail and commercial bank in Tanzania. The bank offers banking services to Individuals, Microfinance, Small to Medium sized Businesses (MSME), as well as large corporate clients. DCB Bank has a wide branch network of over 9 branches, over 700 DCB Wakala Agents, and over 280 Umoja switch ATMs serving over 3 million customers across the country.

We invite suitably qualified candidates to fill the positions of **Direct Sales**. The successful candidates will be responsible for driving the sales objective of the bank through day-to-day customers acquisition, deepening existing customer relationships and maintain operational excellence with appropriate service standards.

Key Responsibilities:

- Acquiring new to bank customers including sales merchants by appointment, referral, solicitation or door to door service in the assigned territory.
- Registering customers to DCB Digital Platforms and educating them on how to use the bank's self-service channels.
- Ensuring all opened accounts meet the required KYC standards.
- Generating leads, identifying repeat businesses, upsell and cross-sell bank products and services to the customers.
- Participating in campaigns and events to sell bank products and services.
- Assisting branches in identifying viable marketing and pricing opportunities.

Qualifications and Experience

- Diploma or equivalent from a recognized institution.
- Previous experience in direct sales job of bank products and services.
- Ability to work outside office setting, with daily exposure to outside environment.
- Flexible to work within non-standard business hours.
- Integrity, good customer service, communication and presentation skills.
- Computer literate.

If you believe you are the right candidate for this position, kindly submit your application with a detailed CV, photocopies of academic certificate, and names of three referees with their contacts, quoting reference number **DCB-DS-05/2024** on the subject of the email citing the region you would like to work between Dar Es Salaam or Dodoma. To be considered, **applications MUST be submitted through recruitment@dcb.co.tz** not later than **18th May 2024**. Hard copy applications will not be accepted.

Recovery Officer

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DCB Commercial Bank PLC is a fully-fledged retail and commercial bank in Tanzania. The bank offers banking services to Individuals, Microfinance, Small to Medium sized Businesses (MSME), as well as large corporate clients. DCB Bank has a wide branch network of over 9 branches, over 700 DCB Wakala Agents, and over 280 Umoja switch ATMs serving over 3 million customers across the country.

We invite suitably qualified candidates to fill the positions of **Recovery Officer**. The successful candidate will be responsible for analyzing borrowers' finances, negotiating repayment, and recovering loans plans.

Key Responsibilities:

- Reviewing accounts that are behind on payments and determining appropriate actions for recovery.
- Contacting debtors to implement repayment schedules and negotiate favorable terms for debt recovery.
- Collecting outstanding debts from clients and consistently achieving collection targets.
- Maintaining an accurate and up-to-date debtor's book to reflect the status of debts.
- Providing prompt and accurate responses to inquiries and concerns.
- Adhering to legal requirements during debt collections.
- Developing daily, weekly and monthly reports on assigned debt accounts.

Qualifications and Experience

- Bachelor's degree from a recognized institution.
- 1-2 years' experience in loan recovery.
- Excellent communication, negotiation and interpersonal skills.

If you believe you are the right candidate for this position, kindly submit your application with a detailed CV, photocopies of academic certificate, and names of three referees with their contacts, quoting reference number **DCB-RO-05/2024** on the subject of the email. To be considered, **applications MUST be submitted through recruitment@dcb.co.tz** not later than **16th May 2024**. Hard copy applications will not be accepted.