



JOIN OUR TEAM

WE'RE HIRING

**Relationship Manager,
Business Banking**

Moshi, Arusha, Dodoma, Mbeya, and Dar es Salaam



0800 750 336 Toll Free
support@acbbank.co.tz
www.acbbank.co.tz



WhatsApp Channel
Akiba Commercial Bank Plc
0755 202 011

ACB is seeking experienced and dynamic individuals to fill the position of Relationship Manager, Business Banking (RM-BB) across multiple branches. The RM-BB will be responsible for managing and growing a portfolio of SME clients, offering tailored financial solutions, and ensuring high levels of customer satisfaction and business growth.

THE ROLE

Key outputs:

- Drive the growth of SME deposits and loans—both in number and value.
- Recruit SME clients and cross-sell bank products while maintaining strong business relationships with new and existing customers.
- Develop marketing and deposit mobilization strategies aligned with branch targets and bank strategy.
- Promote ACB products and identify business opportunities in the market.
- Formulate strategic plans to achieve lending and deposit targets.
- Manage a select portfolio of high-net-worth customers, including monitoring and controlling credit risk.
- Maintain acceptable Portfolio at Risk (PAR) and Non-Performing Loan (NPL) levels.
- Ensure high customer satisfaction and proactive relationship management.
- Implement account strategies to secure and protect sole banking relationships.
- Track market trends and recommend improvements to customer service and product offerings.
- Uphold excellent customer service standards to increase market share and grow the customer base.
- Ensure strict adherence to governance processes and internal/external compliance standards.
- Follow up on non-performing accounts and implement timely remediation plans.
- Ensure audit outcomes remain consistently acceptable for SME Banking.
- Adhere to all ACB policies, procedures, and service standards.



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THE CANDIDATE

Qualifications

- Bachelor's degree in commerce, Banking, or Business Administration (required)
- Master's degree in business administration or Banking and Finance (added advantage)
- Minimum of 5 years in a relevant banking role, with at least 3 years in a managerial position
- Proven experience in sales and business development
- Strong knowledge of SME banking products and lending cycle management
- Background in credit underwriting and understanding of local market dynamics
- Familiarity with banking policies and compliance frameworks
- Demonstrated ability to manage teams and drive performance
- Strong interpersonal, negotiation, and marketing skills
- Excellent analytical and decision-making abilities
- Sound understanding of modern relationship management strategies
- Effective stakeholder engagement and organizational skills
- Ability to develop and articulate business strategies
- Strong leadership and people management capabilities

APPLICATION INSTRUCTIONS

If you meet the above requirements and ready for great challenges



mail:

Covering letter and
Your Curriculum vitae

To

recruitment@acbbank.co.tz

June 12, 2025



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We are **Hiring** Join Our Team

Open Position

■ **MIS Officer**



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- Collaborate with IT teams to troubleshoot system issues and implement upgrades or enhancements to the MIS infrastructure.
- Ensure MIS systems are integrated with other banking systems for smooth data flow and consistency
- Provide technical support to users across departments, helping them understand and utilize MIS reports effectively.
- Work closely with other departments (such as finance, operations, customer service) to understand their reporting needs and provide tailored data solutions.
- Collaborate with the IT department to ensure that MIS systems are aligned with the bank's broader technology infrastructure.
- Identify opportunities for automation in reporting and data analysis to improve efficiency and reduce manual errors.
- Implement automated solutions for regular reporting tasks and data visualization tools.
- Ensure compliance with internal and external regulations related to data privacy, security, and confidentiality.
- Regularly audit and review MIS processes to ensure they meet organizational and regulatory standards

THE CANDIDATE

Qualifications

- Bachelor's degree in information technology, Computer Science, Business Administration, Finance, or a related field.
- A Master's degree or professional certifications (e.g., MIS certifications) is an advantage Possess good organizational, planning and analytical skills.
- Minimum of 2-3 years of experience in an MIS, data analysis, or reporting role, preferably within the banking or financial sector.



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- Strong understanding of banking operations and financial products
- Proficient in data analysis tools (e.g., Excel, SQL, Power BI, Tableau) and report generation software.
- Strong knowledge of banking software and database management.
- Ability to analyze complex data and generate useful insights for decision-making.
- Ensures data accuracy and completeness while working with large datasets.
- Skilled in using software tools and technologies related to MIS, data reporting, and analysis.
- Ability to troubleshoot issues and provide solutions related to data and reporting.
- Ability to analyze complex data and generate useful insights for decision-making.
- Ensures data accuracy and completeness while working with large datasets.
- Strong written and verbal communication skills to interact effectively with different teams and departments.

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