

WE ARE HIRING JOIN US



**RELATIONSHIP MANAGER,
BUSINESS BANKING**

**Arusha Branch &
Ubungo Branch**



Piga: 0800 750 336 Bure
Barua pepe: support@acbbank.co.tz
Tembelea: www.acbbank.co.tz



Jiunge na Chaneli yetu
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

- 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

- 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 by 19th September 2025



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AKIBA COMMERCIAL BANK PLC
benki kwa maendeleo yako

WE ARE HIRING

JOIN OUR TEAM

**CHANNELS AND
INTEGRATION SPECIALIST**



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The position is instrumental for supporting the bank's digital transformation. The position requires programming skills in both the front-end technologies targeting user experience (UX) as well as backend technologies to enable seamless integration of backend system to user facing systems (Channels), and ability to support and develop Enterprise Service Bus (ESB). The bank's lending culture provides an additional opportunity to work on new and existing system solutions in the areas of credit process automation as well as strengthening the bank's arrears management within the bank. Digital channels adoption by the bank requires incumbent to have ability in developing, supporting and making changes to digital channels.

THE ROLE

- Confirms project requirements by reviewing program objective, input data and output requirements with analyst and client to produce software designs.
- Arranges project requirements in programming sequence by analyzing requirements; preparing a work flow charts and UML diagrams using knowledge of computer capabilities, subject matter, programming languages and logic.
- Develop software using the right tools and systems.
- Development and customization to the existing systems (e.g., ESB)
- Integrate software solutions to higher level systems.
- Perform unit testing and participate in user accepting testing process.
- Prepares technical and user operational manuals of the systems.
- Test code periodically to ensure it produces the desirable results and perform debugging when necessary
- Perform upgrades to make software and systems more secure and efficient
- Maintain proper documentation of the software systems.
- Use version control frameworks to track changes made in the software systems.
- Supporting channels, other peripheral systems and API to third parties.



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THE CANDIDATE

Academic:

- Bachelor Degree in Computer Science, information technology, software Engineering or related field.

Professional:

- Professional qualifications in IT e.g., Unix / Linux / Windows / C # / C++ / Java / XML / Python etc.
- Project management certification e.g., Prince2, PMP
- IT service management framework e.g., ITIL, COBIT5

Desired work experience:

- Minimum 2 years working experience in IT in implementing and supporting bank applications
- Familiarity with computer operating systems (Unix/Linux/Windows), relational database technology (design, software and structure).
- Knowledge of web and mobile apps development using any popular web framework is an added advantage.
- Knowledge on Shell scripting and SQL scripting
- Fast in learning new skills and technologies.
- Proven skills in system analysis, design, implementation and support
- Familiarity with industry best practice in Data Management Systems.
- Meticulous attention to detail and logical approach to work.
- The ability to prioritize tasks.
- Ability to discover and fix errors in code
- Problem-solving and good organizational skills



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To recruitment@acbtz.com
September 20, 2025



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