

TPB Bank PLC is a Bank that provides competitive financial services to our customers and creates value for our stakeholders through innovative products.

TPB Bank PLC is a Bank, whose vision is "to be the leading bank in Tanzania in the provision of affordable, accessible and convenient financial services". As part of effective organizational development and management of its human capital in an effective way, TPB BANK PLC commits itself towards attaining, retaining and developing the highly capable and qualified workforce for TPB BANK PLC betterment and the Nation at large.

CUSTOMER SERVICE SUPERVISOR

TPB Bank PLC seeks to appoint dedicated, self-motivated and highly organized Customer Service Supervisor (1 position) to join the Business Development and Marketing team. The work station is Head Office-Dar es salaam.

REPORTING LINE	Chief Manager Marketing
LOCATION	Dar es salaam
WORK SCHEDULE	As per TPB Bank PLC Staff regulations
DIVISION	Marketing
SALARY	Commensurate to the Job Advertised

JOB SUMMARY

The Customer Service Supervisor oversees the overall customer satisfaction, retention and Managing a team of customer service representatives to ensure their clients are receiving the best service. Responsible in business growth by identifying and Mobilizing Corporate customers, Net worth customers, Government and Private institutions, NGO, SACOSS and selling to prospects; maintaining relationships with corporate clients.

Duties and Responsibilities:-

- Develop realistic and manageable customer service plan by considering available resources.
- Compile and print reports on overall customer complaints .
- Investigate customer's problems and find solutions.
- Communicate with customers via phone, email, or any other available midium.
- Conduct Branch visitation on quarterly basis and train staff on how to adequately address problem and how to write correspondence.

- To ensure Customer Services function is adequately staffed by trained staff at Branches level to ensure efficient services to internal and external customers.
- Maintaining relationships with Corporate clients.
- Identifying business opportunities and Corporate prospects and evaluating their position in the industry; researching and analyzing sales options.
- Soliciting Cheap Deposits from Government Institutions & Non Government Institution and Private Companies.
- Sells Bank products by establishing contact and developing relationships with Corporate clients; recommending solutions.
- Contributing to the annual sales and marketing plan.
- Identifying opportunities to migrate top-end relationships.
- Assist in maintaining the bank's corporate identity.
- Creating and developing new innovative ways to communicate the company message to existing customers.
- Prompt resolving customer complaints and responding questions of customers regarding services and procedures.
- Communicates with other departments and management to resolve problems.
- Supporting Chief Manager Marketing in day to day departmental activities.

EDUCATION/PROFESSIONAL QUALIFICATION

Holder of Bachelor degree or Advanced Diploma in Marketing, Business administration, Public relations or related subjects from a recognised institution, MBA in marketing will be added advantages

Three years or more of working experience on the same position or customer related field.

SKILLS / ATTRIBUTES:

- (i) Prioritized tasks and organization
- (ii) Work independent with minimal supervision
- (iii) Increased Bank's Brand Awareness
- (iv) Adherence to the regulations and company policies
- (v) Strong Customer Service acumen
- (vi) Customer centric attitude.

The position will attract a competitive salary package, which include benefits. Applicants are invited to submit their resume (*indicating the position title in the subject heading of their emails and application letter*) via e-mail to: recruitment@tpbbank.co.tz. **Applications via other methods will not be considered. Applicants need to submit only the Curriculum Vitae (CV) and the letter of applications starting the job advertised and the location. Other credentials will have to be submitted during the interview for authentic check and other administrative measures and should not in any way be attached during application.**

TPB Bank PLC 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; physical capability assessment and reference checking.

AVOID SCAMS: NEVER pay to have your CV / Application pushed forward.

Any job vacancy requesting payment for any reason is a SCAM. If you are requested to make a payment for any reason, please use the [Whistle blower policy of the Bank](#), or call 0222162940 to report the scam. You also don't need to know one in TPB BANK PLC to be employed. TPB BANK PLC is merit based institution and to achieve this vision, it always go for the best.

Please forward your applications before 25th April 2018