



JOB TITLE: RELATIONSHIP MANAGER DIASPORA BANKING

Department

DEPARTMENT OF RETAIL BANKING

Location

Tanzania Head Office

Number of openings

1

Job Purpose

Responsible for building and growing of customer base and relationship for both potential and existing prospects Tanzanian Diasporas. Creating awareness of bank products relevant to diaspora and promote account opening, accounts funding, usage and savings. Responsible for cross-selling and upselling of other products and services to this diaspora segment. Manage sales campaigns for all promotions and campaigns for Diaspora products and services in Tanzania and abroad. The RM Diaspora Banking will also drive the business growth of Diaspora Banking Business in CRDB Bank in connection with Tanzanian Associations globally.

Principle Responsibilities

- Manage and monitor Diaspora banking business by ensuring customer base growth, deposits, income, facility utilization and usage of other relevant bank products and services
- Work with branches to ensure customers' feedback is considered in all new products and changes done in existing products.
- Maintain relationships with all diaspora banking business partners in the country and abroad.

- Lead on implementation of diasporas banking sales strategy by providing coordination between departments and business partners for better sales results.
- Oversee and evaluate customer relation management to ensure existing customers retention and on-boarding of new customers.
- Manage and review customer complaints from time to time and provide reliable feedback and solutions to the raised concerns
- Strategically work with other bank's departments to remove all customers' pain points and give enhanced customer experience to diaspora segment.
- Plan, manage and execute campaigns in international markets with high customer potential for recruitment and articulate Bank focus with targeted presentations.
- Analyze market intelligence across global markets and work with products development teams to achieve desired customer needs and wants.
- Champion the change towards sales culture to all direct reports and across the network
- Attend to all Diaspora customer requests/transactions in compliance to Bank's operational guidelines and procedures with zero tolerance to operational risk & frauds.
- Produce and prepare report for performance and provide solutions or way forward
- Execute marketing and sales initiatives in the Diaspora markets and segment locally and internationally to present the Bank. This includes online sales campaigns
- Supporting, training and coaching branches and other Units staff on Diaspora business to create synergy and enhance sales culture
- Responsible for all KYC requirements and on-boarding process.

People Management Functions:

- Actively build the capacity of all direct reports through engagements, trainings, coaching, mentoring and evaluation.

Customer Focus Functions:

- Customer centric in all products and services
- Ensure that customers are aware of the products and services offered by CRDB
- Highlights customer pain points and resolve them timely
- Manage an appealing customer value proposition (CVP)

Business Functions:

- Development, implementation and management of consumer liabilities products
- Monitor and analyse product performance on monthly basis
- Prepare various reports and business proposals for approval
- Perform all other duties as assigned by your line manager

Qualifications Required

- Bachelor Degree Holder from an accredited University
- At least 5 years' experience in banking industry
- Excellent sales and negotiation skills
- Good understanding of Financial Products
- Business principles related to CRDB operations
- Excellent communication and presentation skills
- Analytical, problem solving and decision making skills
- Planning and organisation skills
- Demonstrator of high integrity and trust

- Good Interpersonal skills
- Pleasing and positive attitude
- Teamwork and sense of humour
- Customer centric.

Deadline: 2025-07-16

Employment Terms: PERMANENT

CRDB Commitment

CRDB Bank is dedicated to upholding Sustainability and ESG practices and encourage applicants who share this commitment. The Bank also promotes an inclusive workplace, hence applications from women and individual with disabilities are encouraged.

It is important to note that CRDB Bank does not charge any fees for the application or recruitment process, and any requests for payment should be disregarded as they do not represent the bank's practices.

Only Shortlisted Candidates will be Contacted.