



1. JOB TITLE: Relationship Manager; Parastatals (3 Position(s))

Job Purpose:

To manage and grow the Salaried Workers Loan (SWL) portfolio within parastatal institutions by acquiring new schemes, deepening penetration in existing schemes, and ensuring portfolio quality. Oversee, guide, and work closely with Direct Sales Staff (DSS) to execute SWL sales campaigns, ensuring maximum penetration and compliance, while delivering excellent customer and employer experience.

Location - Head Office (2 positions) & Central Zone (1 Position)

Main Responsibilities

- Identify, negotiate, and onboard new parastatal schemes in line with the bank's SWL growth agenda.
- Deepen penetration in existing parastatal schemes through regular engagement with Human Resources, and Payroll officers.
- Conduct structured employer visits, presentations, and financial literacy sessions to promote SWL awareness.
- Build and maintain strong relationships with parastatal decision makers to ensure sustainable partnerships.
- Prepare and implement a scheme penetration plan with measurable milestones for each parastatal.
- Provide leadership, coaching, and daily support to DSS to achieve SWL acquisition and disbursement targets.
- Monitor DSS productivity (applications, disbursements, and conversion rates), taking corrective action where needed.

- Conduct joint field visits with DSS to employers, ensuring product promotion and onboarding are executed effectively.
- Ensure DSS adhere to compliance standards, ethical sales practices, and accuracy in documentation.
- Monitor the SWL loan portfolio across parastatal schemes, ensuring growth with quality and minimal NPLs.
- Follow up with employers on timely payroll deductions, reconciliations, and arrears management.
- Identify and escalate risks related to scheme performance, taking proactive measures to prevent defaults.
- Prepare accurate daily, weekly, and monthly reports covering parastatal performance and DSS output.
- Conduct competitor analysis, capture customer/employer feedback, and recommend improvements for product, process, and market positioning.

Knowledge and Skills

- Microsoft applications (Excel, Vision, Word, Publisher)
- Coaching skills,
- Customer Focus
- Excellent communication and listening skills.
- Confidence and presentation skills.
- Understanding and interest in financial/banking products and markets.
- Ability to explain and handle complex information clearly and simply.
- Good sales and negotiation skills.

Qualifications and Experience

- Bachelor's Degree in business related studies
- A minimum of 4 years' banking experience in Relationship Management and/or Loan Portfolio Management
- Proven track record in driving lending penetration and portfolio growth is desired

Specify your preferred Location

Job opening date : 09-Oct-2025

Job closing date : 23-Oct-2025

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2. JOB TITLE: Specialist; Card Products (Fixed term – 3 years) (1 Position(s))

Job Location : Head Office, Hq

Job Purpose:

Responsible for day-to-day Debit Card Product Sales, Performance (P&L) and Analytics including operation efficiency within the bank for Debit card products under issuing business unit.

Main Responsibilities:

- Card Product Life Cycle Management including its profit and loss.
- Conduct product documentation, i.e production description.
- Incorporate and analyze feedback and input from customers, partners and in-house teams on product strategy and finding ways to shape requirements, features and end products which will expand product market reach.
- Product portfolio analytics
- Products campaign, promotion, and Sales
- Initiate market research to gather market and product intelligence information related to card market mix from competitors and propose approach to cover the gaps.
- Ensure products and releases are launched correctly and on schedule with the effective support from Communication and Marketing departments (Effective go to market plan).
- Make creative recommendations to expand product base, usage and tracking of product impact to end user
- Assist in managing vendor relations as they apply to the unit. Monitors service levels and performance. Participates in policy creation, review and implementation.
- Perform end- to- end demonstration for the new products and when changes are implemented.
- Conduct Card Product User Acceptance Test in collaboration with other stakeholders within the Bank
- Assist in the identification of potential risk factors and determine solutions to mitigate exposure.
- Assist in resolving customer issues and escalation to the relevant levels for quick resolution as per financial customer protection regulation.
- Drive card usage, number of active customers to ensure the bank reach its financial targets

Knowledge and Skills:

- Knowledge in card schemes and its regulatory framework.

- Business understanding of Banking operations, electronic products, product development.
- Knowledge of constructing reports, executive summaries, and briefs
- Understanding of card product life cycle
- Detailed understanding consumer behavior, marketing techniques and evolving trends.
- Conversant with card products offering in the Tanzania market
- Familiarity with Agile framework
- Excellent communication skills
- Problem-solving aptitude
- Creative thinking
- Strong Analytical skills
- MS Excel proficiency
- Report writing skills
- Presentation skills

Qualifications and Experience:

- Bachelor's degree in Business, IT, Economics, or Finance
- Any course or training in product development is an added advantage
- At least 3 years proven hands on experience in Card Products or similar role.
- A background in Card Business or Card Network is a mandatory.

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NMB Bank Plc is an Equal Opportunity Employer. We are committed to creating a diverse environment and achieving a gender balanced workforce. Female candidates and people living with disabilities are strongly encouraged to apply for this position.

NMB Bank Plc does not charge any fee in connection with the application or recruitment process. Should you receive a solicitation for the payment of a fee, please disregard it.

Only shortlisted candidates will be contacted.