

SPECIAL ASSETS MANAGEMENT & RECOVERY OFFICER I-3 POSITIONS

ABOUT US:

Tanzania Commercial Bank is a Bank that provides competitive financial services to our customers and creates value for our stakeholders through innovative products with a vision “to be the leading bank in Tanzania in the provision of affordable, accessible and convenient financial services”. As part of organizational development and management of its human capital in an effective way, Tanzania Commercial Bank commits itself towards attaining, retaining and developing the highly capable and qualified workforce for Tanzania Commercial Bank betterment and the Nation at large.

Position:	Special Assets Management & Recovery Officer I
Rank	Recovery Officer I
Department:	Credit
Section:	Special Assets & Recovery
Salary Scale	COBSS 5 (at officer level I)
Reports to:	Chief Manager- Special Assets Management & Recovery
Location:	Dar es Salaam

POSITION OBJECTIVE

The main purpose of the job is to manage the Collection and Recovery Sub-unit to ensure turnaround of classified loan portfolio both SME, MSE and Consumer in line with the business strategy, credit policy and procedures.

KEY RESPONSIBILITIES

- 1) Responsible for management of all accounts that have not paid for not less than 90 days (account in arrears for 90 days and above) from different loan officer portfolios.
- 2) Contact all those reachable from their telephones numbers and visiting all account for servicing them demand letters and convincing them to repay together with advising and educating about the impact of not repay is their liability on contractual time (including delay and default).
- 3) Negotiate with those who are willing to pay and provide them the suitable repayment plans.
- 4) Requesting for the sending of accounts to the auctioneers, amount of those refused to pay with no strong reasons and the expired date has been reached, this applicable to those accounts with security and those with not.
- 5) Responsible for making sure that the Auctioneers knows the security and all steps of selling the security supposed to be attended by the recovery officer
- 6) Responsible for escalating all accounts in arrears with fraud like symptoms to the supervisor for review.
- 7) Keeping records, records of the amounts collected and the agreement that has

achieved after visiting the debtors offices/Homes.

- 8) Reviewing all accounts at risk in my portfolio and ensure regular follow up on customers to pay arrears.
- 9) Updating Recover with all actions taken on all accounts every day from Recover, also updating of the work in progress.
- 10) Keep record of all the deceased customer's accounts and flag with the team leader to lodge insurance claims with Bank-assurance and diarise to follow up for payments by updating the Recovery system
- 11) Any other official duties assigned by the immediate supervisor/Line Manager

QUALIFICATIONS, SKILLS & EXPERIENCE

Holder of Bachelor Degree in one of the following fields; Banking, Economics, Commerce or Business Administration, Accountancy or Finance, Risk Management, Actuarial Sciences, Insurance or Equivalent qualifications from recognized institutions with working experience of at least four (4) years in credit operations and Portfolio monitoring with a good background in Credit appraisal and Management.

- Knowledge in credit appraisal and monitoring, debt re-structuring/workout, collection and recovery.
- Knowledge in credit appraisal and monitoring, debt re-structuring/workout, collection and recovery.
- Debt recovery management.
- Effective writing and presentation skills in English and Swahili.
- Excellent interpersonal and networking skills, internally and externally.
- Strong analytical, problem-solving, decision-making and financial management skills.
- Proven leadership skills.

PERSONAL ATTRIBUTES AND BEHAVIOURAL COMPETENCIES

- Ability to demonstrate Tanzania Commercial Bank core values: - Customer Focus, trustworthy, Creativity, Teamwork and Excellence
- Ability to priorities work and to meet deadlines.
- Ability to work quickly, accurately and consistently when under pressure.
- A methodical and well-organized approach to work.
- Mature and able to work in a confidential environment.
- Has sound judgment, common sense and good humor

The position will attract competitive salary packages and benefits. Applicants are invited to submit their resume via the following link:- <https://www.tcbbank.co.tz/careers> **applications via other methods will not be considered. Applicants need to fill their personal information, academic certificates, work experiences, and application letter. Other credentials will be submitted during the interview for authentic check and administrative measures.**

Tanzania Commercial Bank 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 and physical capability assessment.

DEADLINE OF THE APPLICATION IS 24TH NOVEMBER, 2025.

#Mission100by100

MANAGER PARTNERSHIP SUPPORT (SRO) I-1 POSITION

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Position:	Manager Partnership Support (SRO I)
Rank	Senior Relationship Officer I
Department:	Digital & Innovation
Salary Scale	COBSS 7 (at Officer level I)
Reports to:	Senior Manager -Strategic Partnerships
Location:	Dar es Salaam

POSITION OBJECTIVE

The Partnership Support Officer will support the management and coordination of strategic partnerships that drive the bank's digital products, including loans, savings, insurance, and other innovative financial services. The officer will ensure seamless collaboration with partners, provide administrative and operational support, and follow up on partnership deliverables to enhance product uptake, customer experience, and revenue growth.

KEY RESPONSIBILITIES

- **Partnership Coordination & Support:** Assist in monitoring partnership performance and ensuring compliance with contractual obligations. Act as a liaison between internal product teams and external partners to ensure smooth integration and operations. Track partner commitments, follow up on pending issues, and ensure timely resolution.
- **Operational & Administrative Support:** Maintain an updated partnership database, dashboards, and performance trackers, Draft and review correspondence, reports, proposals, and MoUs related to digital financial products as well as Coordinate partnership-related meetings, workshops, and product launches, including preparing agendas, presentations, and minutes. Provide support in handling day-to-day partner requests and escalations.
- **Reporting & Monitoring:** Collect and analyze data on partnership performance (customer adoption, transaction volumes, and revenue contribution), Prepare periodic

performance reports and updates for management as well as Support product monitoring, evaluation, and reporting processes to measure impact and identify opportunities for growth.

- **Product & Relationship Support:** Work closely with internal teams (Digital Banking, Product Development, Operations, and Marketing) to align partnership activities with business objectives, Support in managing partner relationships to ensure mutual benefit and sustainability as well as Provide insights on customer needs and market trends to improve digital product performance.

QUALIFICATIONS, SKILLS & EXPERIENCE

Holder of Bachelor Degree in one of the following fields; Banking, Economics, Commerce or Business Administration, Accountancy or Finance, Entrepreneurship, Marketing, Statistics, Mathematics, computer science and Information Technology or Equivalent qualifications from recognized institutions with at least ten(10) years of experience.

- Deep knowledge of cash management, collections, payments infrastructure, and digital banking technologies.
Proven track record of leading teams and driving revenue growth
- Strategic and commercial mindset
- Strong understanding of financial products and regulatory environment
- Excellent leadership and stakeholder management skills
- Analytical and data-driven decision-making
- Digital and innovation-oriented
- Client-centric with strong communication skills

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