



## 1. JOB TITLE: Direct Sales Agent (Karatu Branch)

### Job Overview

Business Segment: Personal & Private Banking

Company: Stanbic Bank Tanzania

Location: TZ, undefined, Karatu, Karatu

Job Type: Part-time

Job Ref ID: 80449109A-0001

### Job Description

The Direct Sales Agent (DSA) responsible for driving customer acquisition, onboarding, and revenue growth through direct engagement with prospective clients. The role involves promoting bank products and services, developing customer relationships, and achieving assigned sales targets.

### Qualifications

**Type of Qualification: First Degree**

**Field of Study:** Business Administration, Accounting, Finance or related field.

### Key Responsibilities

- Actively source, engage, and acquire new customers through field visits, referrals, and networking.

- Promote and sell the bank's products and services (e.g., accounts, loans, deposits, insurance, cards, etc)
- Conduct product presentations, explain features and benefits, and address customer queries.
- Ensure completion of account opening forms and documentation in compliance with KYC and regulatory requirements.
- Achieve daily, weekly, and monthly sales targets as assigned.
- Provide regular feedback on customer needs, market trends, and competitor activities.
- Maintain strong relationships with customers for retention and cross-selling opportunities.
- Represent the bank professionally in all customer interactions.
- Develop business opportunities by following up leads generated.
- Conduct cold calling in a planned manner, focusing on potential high value prospects.
- Proactively identify and follow-up on new business in order to increase market share.
- Market and provide information on the Personal Banking product to customers.
- Follow-up on sales to ensure that customer needs have been met.
- Provide additional information to ensure support on the products and identify problems.
- Successfully hand over customer relationships to the Personal Banker, Branch Manager and business development managers under employee value banking (EVB).
- Ensure that all service level agreements are complied and keep abreast of changes in this regard.
- Attend to all enquiries that may arise from the client, Credit or at Branch level.
- Conduct a needs analysis to identify customer needs effectively when opening new accounts or giving product advice, in line with guidelines and product requirements

### **Additional Information**

#### **Behavioural Competencies:**

- Articulating Information
- Checking Things
- Documenting Facts
- Examining Information
- Following Procedures
- Interacting with People
- Meeting Timescales
- Producing Output

- Taking Action
- Team Working
- Thinking Positively
- Upholding Standards

#### **Technical Competencies:**

- Bookkeeping
- Data Management (Administration)
- Reconciling Financial Records
- Records and Archive Management
- Written Communication

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## **2. JOB TITLE: Direct Sales Agent (Kahama Branch)**

### **Job Overview**

Business Segment: Personal & Private Banking

Company: Stanbic Bank Tanzania

Location: TZ, undefined, Kahama, Kahama

Job Type: Part-time

Job Ref ID: 80449110A-0001

### **Job Description**

The Direct Sales Agent (DSA) responsible for driving customer acquisition, onboarding, and revenue growth through direct engagement with prospective clients. The role involves promoting bank products and services, developing customer relationships, and achieving assigned sales targets.

### **Qualifications**

**Type of Qualification: First Degree**

**Field of Study:** Business Administration, Accounting, Finance or related field.

## Key Responsibilities

- Actively source, engage, and acquire new customers through field visits, referrals, and networking.
- Promote and sell the bank's products and services (e.g., accounts, loans, deposits, insurance, cards, etc)
- Conduct product presentations, explain features and benefits, and address customer queries.
- Ensure completion of account opening forms and documentation in compliance with KYC and regulatory requirements.
- Achieve daily, weekly, and monthly sales targets as assigned.
- Provide regular feedback on customer needs, market trends, and competitor activities.
- Maintain strong relationships with customers for retention and cross-selling opportunities.
- Represent the bank professionally in all customer interactions.
- Develop business opportunities by following up leads generated.
- Conduct cold calling in a planned manner, focusing on potential high value prospects.
- Proactively identify and follow-up on new business in order to increase market share.
- Market and provide information on the Personal Banking product to customers.
- Follow-up on sales to ensure that customer needs have been met.
- Provide additional information to ensure support on the products and identify problems.
- Successfully hand over customer relationships to the Personal Banker, Branch Manager and business development managers under employee value banking (EVB).
- Ensure that all service level agreements are complied and keep abreast of changes in this regard.
- Attend to all enquiries that may arise from the client, Credit or at Branch level.
- Conduct a needs analysis to identify customer needs effectively when opening new accounts or giving product advice, in line with guidelines and product requirements

## Additional Information

### Behavioural Competencies:

- Articulating Information
- Checking Things
- Documenting Facts
- Examining Information

- Following Procedures
- Interacting with People
- Meeting Timescales
- Producing Output
- Taking Action
- Team Working
- Thinking Positively
- Upholding Standards

#### **Technical Competencies:**

- Bookkeeping
- Data Management (Administration)
- Reconciling Financial Records
- Records and Archive Management
- Written Communication

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