

**WE ARE  
HIRING**

Job Title



**Payments & Channels Officer**

Department



**Cash Management**

Direct Reporting



**Head, Cash Management**

Location



**Dar es salaam, Tanzania**

**Application Instructions:**

**If interested, submit your (CV) to -  
ETZ RECRUITMENT@ecobank.com.  
Deadline: March 18<sup>th</sup>, 2026**

**APPLY NOW**

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## Job Objective(s)

- To lead implementation and ensure implementation standards after a cash management services proposal, involving multiple products, multiple services or multiple locations and geographies, has been accepted by customer.
- To support day-to-day operations of electronic banking services delivered to the bank's customers.
- Drive digital payment products utilization, penetration and manage the dormancy of all channels.
- Own the overall problem resolution processes to ensure seamless delivery to customers within the country.
- Position Ecobank as the preferred provider and leading cash management solution provider in the country.
- Take full ownership of the pipeline management and deal conversion process working with the RO, RM,
- Ensure adequate and proactive calling plan of key relationships is maintained working closely with RO, RM,
- Prepare the country weekly and monthly Payment performance reports and ensure submission to Head, Cash Management and Business departments.
- Own the performance levels of payments products
- Provide leadership for the effective delivery and growth of cash management/payments business in country.
- Being a door opener for customer acquisition by increasing ETZ customer value proposition and enhancing client experience.
- To provide sales support to Local Account Managers to secure the business of potential customers by working closely to refine customer solutions.
- For a designated group of electronic channels and other products, to ensure the smooth launch of new products, as well as enhancement of existing services through active involvement in the products development cycles, where necessary.
- To carry out payment Services initiatives in order to achieve goals and assist in migration of best practices.
- To be fully accountable for the success of an implementation by interfacing with customer's implementation team, until customer's satisfaction is received, and there is stable utilization for the first two months.
- To participate and support the various Channels rollout initiatives embarked on by the Group Channels Management.

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The Pan African Bank

## Job Objective(s)

- This requires project management, which includes coordination, milestones tracking and progress updating among stakeholders, internal and external to the Bank, and this includes Operations, Product Management, Legal, Finance, third party banks and vendors.
- To play an Implementation officer's role in implementation, this may involve multiple Implementation teams from different locations to ensure consistency in our implementation approach.
- Ensure that the quality of the implementation adheres to the bank's standard and processes.
- To ensure quality customer service to all electronic banking customers through constant communication and effective customer problem logging, prompt resolution of their electronic banking technical queries.
- As a staff of the unit, all processes executed are in compliance with the set standards.
- To be cost-conscious & minimize the department's operating budget and expenditure.
- To actively monitor the turnaround time of implementations to expedite in coming of revenues to the Bank.
- To train and constantly update Sales and Product Managers in the technology and advantages to customers of Electronic Banking through training sessions, seminars, and selling aids
- Support and facilitate the formulation of customized solution through working with the Cluster Heads of Payment/Cash Management and Countries Channels and Solution Delivery teams, Group IT and Operations, external software vendor, local banks, outsourcing agent.
- Support utilization initiatives working closely with other Payment members across the countries.
- To participate, from the center, in UAT, or Product Trial Run to ensure that new releases of electronic channel and other products are proven for usability prior to introduction to customers.
- Implement all cash e-banking, package and non-packaged, global products/services. These include Sweeping, Premium Collections Host-to-Host and non-standard offerings which require coordination, if any.

## Education

- Bachelor degree
- MBA, MSC, MA, ML and/or Professional Qualifications are an added advantage

## Work Experience

- Hands on experience in the Sales, design and implementation of Electronic Banking Solutions

## Skills

- Strong quantitative/analytical skills
- Customer centric and consultative sales
- Relationship Management
- Good communication and negotiation skills

## Knowledge

- Knowledge of the competitive environment for Transaction Banking Products
- Possess a broad knowledge of business strategies, goals, products and services.
- Possess broad knowledge of the segment customers' purchase decision processes
- Possess good knowledge of business profitability dynamics.
- Knowledge in Transaction Banking Operations and processes
- Exposure to technology and application of technology to business in general and banking in particular

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