

Relationship Officer, Business Banking

Background

DCB Commercial Bank Plc is a fully-fledged retail and commercial bank in Tanzania. The bank offers banking services to Individuals, Microfinance, Small to Medium sized Businesses (MSME), as well as large corporate clients. DCB Bank has a wide branch network of over 8 branches, over 1000 DCB Wakala Agents, and over 280 Umoja switch ATMs serving over 3 million customers across the country.

We are currently seeking qualified candidate to fill the role of Relationship Officer, Business Banking -11. The successful candidate will be responsible for growing liabilities and liabilities, maintain quality portfolio and earn income through engaging both DCB and non DCB business and corporate clients to ensure the bank's strategy is achieved.

Key Responsibilities

- Working with Relationship/Branch Managers to grow the business portfolio through product volume, new client acquisition and increasing the number of products held per client.
- Developing and implementing client acquisition strategies to identify the right product and service opportunities to offer clients.
- Attaining incremental sales through nurturing relationships with existing clients, understanding and anticipating their needs, and providing financial services.
- Maintaining product knowledge and work closely with the product team in developing tailor-made solutions according to customer's needs.
- Supporting in maintenance of the potential clients list in the relevant sectors as well and refining of the list in liaison with the relevant stakeholders.
- Participating in sales planning initiatives and design appropriate relationship plans to generate new business throughout marketing calls, promotions and presentations.
- Adhering to the expected level of due-diligence, internal policies and KYC norms while opening new accounts.
- Proactively conducting pre and post monitoring visits to clients ensuring clients' ability to make repayments based on their financial and personal circumstances.
- Achieving your prescribed disbursement and deposit weekly and monthly targets.
- Writing and submitting to the branch manager periodic status reports, including daily activity report and calls/follow-ups made.

Qualifications and Experience

- Bachelor's degree from a recognised institution.
- 3 years' experience in sales and client management role in a financial institution.
- Good working knowledge of business banking environment and practices in Dar es Salaam.
- Good selling and negotiation skills.
- Customer centric with excellent communication skills.
- Proficient in use of Microsoft Office tools.

If you believe you are the right candidate for this position, kindly submit your application with a detailed CV, photocopies of academic certificate, and names of three referees with their contacts, quoting reference number **DCB/RB/ROBB-03/2026** on the subject of the email. To be considered, **your application MUST be submitted through recruitment@dcb.co.tz** not later than **5th April 2026**. Hard copy applications will not be accepted.