



## Join Our Formidable Business Team

Launch your promising career at Access Bank Tanzania.  
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### **Retail:**

**Bancassurance Officer - Dar es Salaam**

Visit [careers@accessbankp/c.com](mailto:careers@accessbankp/c.com) to submit your application  
Deadline: 10th March 2026

Only successful candidates will be contacted.



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## **Job Title: Bancassurance Officer**

### **Job Summary**

The Bancassurance Officer will support the efficient delivery of bancassurance operations by coordinating daily activities between the bank, insurance partners, and internal departments. The role is responsible for processing cover requests, facilitating claims management, preparing regulatory and internal reports, and supporting initiatives aimed at enhancing bancassurance awareness across the branch network.

### **Key Responsibilities**

#### **1. Operational Support**

- Coordinate and support the day-to-day operations of the Bancassurance unit.
- Ensure timely handling of branch requests and inquiries related to bancassurance products and services.
- Maintain accurate documentation and records to support internal processes and compliance requirements.
- Receive, review, and process insurance cover requests submitted by branches or Insurance Champions.
- Verify completeness and accuracy of submitted documents before forwarding to insurance partners.
- Monitor the turnaround time to ensure service level agreements (SLAs) are met.

#### **2. Claims Management**

- Facilitate the end-to-end claims process, including receiving claims documents, reviewing their completeness, and liaising with insurance partners.
- Communicate claims status and feedback to branches and customers promptly.
- Follow up to ensure timely resolution of claims in line with agreed timelines.



### 3. Reporting

- Prepare and maintain internal reports relating to production, commissions, claims, and operational performance.
- Compile and submit regulatory reports in compliance with relevant guidelines and timelines.
- Track key performance indicators (KPIs) for bancassurance activities.

### 5. Bancassurance Awareness & Support

- Support the rollout of bancassurance awareness and training initiatives across branches.
- Provide guidance to branch staff on product features, operational processes, and documentation requirements.
- Collaborate with the bancassurance team to implement marketing or promotional activities.

### Qualifications & Requirements

- Bachelor's degree in Business, Finance, Insurance, or a related field.
- 1 to 3 years experience in bancassurance, insurance operations, banking, or customer service is an added advantage.
- Strong understanding of insurance products and operational workflows.
- Excellent communication, analytical, and organizational skills.
- High attention to detail and ability to work under tight deadlines.
- Proficiency in MS Office (Excel, Word, PowerPoint).

### Competencies

- Customer service orientation
- Strong coordination and follow-up skills
- Problem-solving and analytical thinking
- Teamwork and collaboration
- Integrity and professionalism



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