JOB TITLE: Sales Coordinator -Pensioner Portfolio

Locations: Head Office NBC

End Date: September 28, 2026 (5 days left to apply)

NBC is the oldest serving bank in Tanzania with over five decades of experience. We offer a range of retail, business, corporate and investment banking, wealth management products and services.

Job Summary

The Pensioner Portfolio Sales Coordinator is responsible for driving the acquisition, activation, and servicing of pensioner customers across assigned regions. The role conducts regular visits to pension fund offices to convert already pensioners, government offices, employer offices, and community locations to identify potential pensioners and convert them into NBC customers, those about to retire.

The coordinator supports frontline teams during onboarding, resolves service issues, and drives initiatives that improve portfolio quality. The role acts as a critical link between the Senior Manager, branches, DSAs, LG teams, and pension institutions to ensure seamless onboarding, timely activation, and an exceptional pensioner banking experience.

Job Description

Key Accountabilities

Serve:
Accountability: Acquisition Coordination, Customer Support & Service Excellence (50%)
- Coordinate pensioner acquisition activities by working closely with branches, DSAs, LG teams, and pension fund offices, ensuring all required actions are executed on time and in line with segment targets.
- Support front-line teams by preparing lead lists and follow up for the leads closing timely
- Monitor onboarding queues, track account activation status, and follow up with relevant teams to resolve delays or documentation gaps.
- Maintain pensioner acquisition dashboards and trackers, ensuring all performance, conversion, and reactivation trends are accurately updated and escalated where necessary.
- Coordinate and support pensioner-related initiatives (e.g., pension clinics, activation campaigns) by managing logistics, preparing materials, and ensuring branches and DSAs have the right tools to execute.
- Handle customer and branch escalations by liaising with Operations, Digital channels and relevant teams to ensure timely resolution and service recovery.
- Track dormant and inactive pensioner accounts and coordinate reactivation interventions with branches and sales teams through structured follow-up plans.
- Provide performance insights, exception reports, and follow-up recommendations to the Senior Manager to support decision-making and process improvement.

Determine:
Accountability: Execution Planning & Portfolio Tracking (20%)
- Develop weekly execution plans for pension fund office visits, government office visits, employer office visits, and outreach activities.
- Maintain daily/weekly dashboards for pensioner onboarding, conversion, dormancy reactivation, and service monitoring.
- Analyse performance trends, identify process gaps, and recommend corrective actions.
- Monitor lead conversion, activation progress, and service trends to improve productivity.
- Ensure all pensioner customers are onboarded to the correct product and segment for easy segmentation and tracking.

Engage:
Accountability: Pension Institution, Branch & Stakeholder Coordination (30%)
- Coordinate engagement with pension fund offices, government offices, and employer offices through structured communication, scheduling support, and follow-up actions to facilitate pensioner onboarding and portfolio growth.
- Liaise with Branch Managers, DSAs, LG teams, and Scheme Relationship Managers to ensure alignment on pensioner acquisition priorities and lead follow-up
- Maintain regular communication with pension fund administrators and institutional contacts to follow up on documentation, verification requests, schedule updates, or planned pensioner engagements.
- Support the organisation and coordination of pensioner-related activities (e.g. pensioner clinics, corporate engagements) by managing logistics, preparing materials, and ensuring field teams have the necessary tools and information.
- Provide structured feedback from branches, DSAs, and pension institutions to internal functions to resolve process gaps or service issues.
- Track action items for all pension-related engagements and ensure timely follow-up with accountable stakeholders.
- Escalate unresolved institutional or process-related issues to the Senior Manager, ensuring risks and blockers are addressed promptly.

Role / Person Specification

Education and Experience Required

- Diploma or Bachelor’s degree in Banking, Business, Marketing, or related field.
- Minimum of 2–3 years’ experience in sales, customer service, or field operations.
- Experience with pension funds, public institutions, or senior citizen engagement is an advantage.

Knowledge & Skills:

- Customer service and stakeholder coordination
- Reporting, dashboards, and performance tracking
- Understanding of pension processes and payout structures
- Strong communication and organisational skills
- Operational problem-solving and follow-up discipline

Competencies:

- Delivering Results & Meeting Customer Expectations
- Planning & Organising
- Relating & Networking
- Presenting & Communicating Information
- Adapting & Responding to Change

Qualifications

Bachelor`s Degrees and Advanced Diplomas - Business, Commerce and Management Studies, Commercial mindset - Junior (Meets some of the requirements and would need further development), Customer Excellence - Service Delivery (Meets all of the requirements), Digital familiarity (Meets all of the requirements), Effective communication - Basic (Meets all of the requirements), Experience in a similar environment, Openness to change (Meets some of the requirements and would need further development), Product and/or Service Knowledge (Meets all of the requirements), Sales Management (Meets some of the requirements and would need further development)

APPLY HERE