We're Hiring

Join the Tribe

UBA
United Bank for Africa



Facilities Management Officer

Bank Teller

Customer Service Officer

Location: Head Office

Submit your CV, Cover Letter and all Academic Certificate to **recruitment.tanzania@ubagroup.com.**
Subject title must be application for (name of the role)

Visit: **www.ubatanzania.co.tz/careers** for more details.

**UBA does not charge a fee at any stage of the recruitment process.*

Deadline: 08th November 2026

JOB DESCRIPTION

Job Title: Teller **Name :**	**Job Reference indicator:**
Organization Function:	**Job grade:**
Organizational Level:	**Location:**

Reporting Relationships

- Functionally reports into: Customer Service Manager
- Administratively reports to: Customer Service Manager
- Supervises: Nil

Job objective(s)

- To manage cash and cheque transactions and to maintain good service delivery at teller points

Duties & Responsibilities

- Ensure prompt and efficient payment and posting of all cash and cheque transactions
- Ensure proper balancing on a daily basis
- Oversees responsibility for service delivery at teller points
- Any other duties as assigned by the supervisor

Key Performance Indicators

- Turnaround time
- Customer delivery service index
- Amount of revenue accrued through processing of customer transactions
- Number of error transactions
- Number of shortages and overages

Minimum Education Qualifications



- Degree with a minimum of Second Class (Lower Division) or its equivalent from a recognized and accredited university.
- Applicants must also possess a minimum of five (5) O'Level credits obtained in not more than two sittings, including Credit passes in Mathematics and English Language

Key Competency List

Knowledge	**Skills/Competencies**
▪ Banking operations, policies and procedures ▪ Basic Accounting	• Professional disposition, Possess IT appreciation & application skills, Information Sourcing & Processing Skills, Ability to pay attention to detail & Customer Service orientation

JOB DESCRIPTION

Job Title:	CUSTOMER SERVICE OFFICER	**reference indicator:**	
division:	Operations	**Department/ unit:**	OPERATION
Job grade:		**version no.:**	

Job objective(s)

- responsible for maintaining regular contact with both new and existing customers to support routine account management activities. This includes ensuring that all customer accounts are properly documented and updated in accordance with organizational requirements. Additionally, I provide customers with clear and timely information to enhance their awareness and understanding of the bank's products and services, helping them make informed financial decisions.

Duties & Responsibilities

- Ensure effective/efficient implementation of bank-wide policies with respect to branch operations.
- Ensure effective & timely service delivery to customers.
- Maintain customer-friendly disposition.
- Review account opening documents & ensure timely opening.
- Ensure prompt TAT in line with service level.
- Prepare & render reports timely.
- Acknowledge MICR cheque issued on the system.
- Process customer cheque & card requests.
- Account management & reactivation.
- Process standing instructions.
- Respond timely to reference letters.
- Print off-cycle customer statements.
- Ensure effective utilization of physical assets.
- Maintain up-to-date transaction registers.
- Ensure adequate controls over records.
- Ensure zero fraud/error rates.
- Render timely statements to customers
- Provide the referrals for new account opened and provide debit card(closed Referals)
- Perform Dormant account activations at your branch to achieve acceptable level.
- Ensure Cross selling of bank Products is done i.e Money grammes, Western, agency banking, P.O.S,FX etc
- Ensure Digital Banking Equipment Rate (LEO, Intenate banking, Mobile etc)is done clearly tpo all existing and new clients.
- Growth in Remittances volume by recruiting Western union, Money grammes etc
- Sale of VPP, Pre paid cards

KEY PERFORMANCE INDICATORS

- Maintenance of agreed TAT in line with defined service level.
- Number of out standing account opening documentation not duly by designated officer.
- Number of customer complaint/customer satisfaction surveys as administered by SOW's etc
- Cheque book maintenance & accuracy
- Audit and Inspection Report ratings of branches.
- Operational loss level
- Adherence to Cash on Premises limits
- Number of policy breaches/regulatory infractions.
- No./Value of Branch Frauds
- Dormant account activations
- Rise Digital Banking Equipment Rate
- Cross selling of bank Products

JOB REQUIREMENTS

Education

- Degree with a minimum of Second Class (Lower Division) or its equivalent from a recognized and accredited university.
- Applicants must also possess a minimum of five (5) O'Level credits obtained in not more than two sittings, including Credit passes in Mathematics and English Language

KEY COMPETENCY REQUIREMENTS

Knowledge

- Good Knowledge and understanding of banking operations
- Good Products Knowledge
- Good understanding of Customer Services
- Good understanding of the operational, credit and regulatory risks facing the business
- Good Control Sense

Skill/Competencies

- Excellent customer service orientation
- Smart appearance
- High level of integrity
- Good communication skills
- Selling skills
- Basic product knowledge
- Paying attention to details
- Good interpersonal skills
- Fast & error free processing
- Problem solving abilities

Reporting Relationships

Functionally reports: Customer Service Manager

Administratively reports to Same as above

JOB DESCRIPTION

Job Title:	Facilities Management Officer	**Job Reference indicator:**	
Organization Function:	Corporate Services	**Job grade: Name:**	
Organizational Level:		**Location:**	Head Office

Reporting Relationships

- Functionally reports to: Head, Corporate Services
- Administratively reports to: Same as above
- Supervises: Nil

Job objective(s)

- Ensure proper maintenance and consistent functionality of all mechanical, power and electrical equipments

Duties & Responsibilities

- Responsible for issues concerning elevators, generators, transformers and the likes.
- Make requests for the purchase or repair of equipments.
- Ensures that standards are strictly adhered to.
- Ensure renewal of lease agreements, contracts for vendors and service providers.
- Relates directly with vendors and service providers to ensure that SLAs are met.
- To ensure the Bank's office and ATM premises are clean and functioning of Air conditioning.
- Initiate purchase of stationeries and other Bank's assets.
- Manage the store and ensure it is stocked at all the time.
- Manage fuel card for generators and ensure the log books are well managed.
- Any other duties as assigned by the supervisor

Key Performance Indicators

- Availability of service
- Number of complaints from internal and external customers
- TAT for carrying out responses and solving complaints
- Customer service delivery index
- Cleanliness of the Bank premises

Minimum Education Qualifications

- Minimum educational level – Bachelor Degree

Previous Work Experience Requirements

- Minimum requisite experience – 3 years relevant experience

Key Competency List

Knowledge	**Skills/Competencies**
▪ Banking operations, policies and procedures ▪ Banking organizational structure ▪ Technical Knowledge	▪ Professional disposition, Problem Solving skills, Business Awareness, Creativity & innovation, Result Orientation, Analytical Thinking, multitasking, ability to manage complexities, numerical ability, logistic management, facilitation, facilities management

I, _____ have read and understood my job descriptions, and I hereby promise to deliver accordingly.

_____	_____	_____
Name	**Signature**	**Date**

Approved by:

_____	_____	_____
Name	**Signature**	**Date**