



## EXCITING CAREER OPPORTUNITY

AccessBank Tanzania (ABT) is a commercial bank with a special focus on microfinance. With very strong international shareholders such as AccessHolding, International Finance Corporation, KFW, African Development Bank and MicroVest. ABT's vision is to be committed to the development of financial systems that support social progress by rendering services to all people with the same ambition for excellence and quality.

AccessBank Tanzania Limited is offering excellent career development opportunities for experienced and highly motivated professional applicants. In order to support our expansion process, we are looking forward to recruit self-motivated and enthusiastic individual to join in our branches across the country as an **Agent Officer**.

Position – **Agent Officers (2)**

### **Main purpose of the job:**

- Agent Officer is responsible for the overall operations and customer care of his/her own group of ABT Agents.
- Search, Recruit, Train, Coach and deliver good customer care to the ABT Agents. Supervise and support the branding and marketing efforts.
- Regular visitation of ABT Agents and be the first point of contact for any issue related to the Agent Banking Channels.
- Promote the entire range of products and services offered by the Bank through the Agent Banking Channel.

### **Selection Criteria and Qualifications**

- A Minimum of Advanced Diploma or equivalent from the accredited higher learning institution (related, e.g. Commerce, Economics, Business Administration, etc.)
- Strong Customer Service and marketing skills.
- At least 1 year of work experience in a bank, financial institution, or telecommunication operator preferably in a customer-facing position.
- Honest person with high integrity, and independence who will observe professional ethics in executing his/her duties
- Strong communication skills.
- Fluency in English and Kiswahili (ability to write fluently in both)

- Good time management and work efficiency.
- Good report writing skills.
- High degree of computer literacy; good knowledge of excel and word.
- Good organizational skills, Products and Customer Awareness.

Please send your application letter and CV by email to [career@accessbank.co.tz](mailto:career@accessbank.co.tz). Certificates and other relevant documents will only be required during the interview. Application letter should explain why you fit for this position.

Deadline for applying to this position is **15<sup>th</sup> of March, 2021**.

**AccessBank Tanzania is an equal opportunities employer.**