GENERAL:
Job Title: Relationship Manager – Operations & Customer Experience **Department:** Operations **Job Grade:** Assistant Managers/Manager **Reports to**: Business Growth & Development Manager **No. of Vacancies: 10**
BASIC PURPOSE:
To lead and manage day-to-day branch operations, service delivery, staff performance, customer experience, cost efficiency, cash and asset control, and operational compliance. The role ensures the branch runs efficiently, delivers consistent customer service, and maintains a safe operational environment.
MAIN DUTIES AND RESPONSIBILITIES:

A. Branch Operations Leadership & Execution

- Provide daily supervision and leadership on branch operational workflows.
- Ensure all operational activities are carried out in compliance with bank policies and procedures.
- Prepare and submit branch operational returns accurately and on time.
- Oversee service desk operations, teller operations, vault management, and reconciliation processes.

B. Cash & Asset Control

- Monitor and enforce daily vault and teller cash limits.
- Ensure ATM is replenished, stocked with serviceable notes, and functional.
- Ensure Teller shortages/overages are managed in line with policy.
- Oversee physical security, access control to vault & secure storage rooms.

C. Staff Productivity & Conduct

- Conduct staff performance appraisals and maintain performance scorecards.
- Lead coaching, mentoring, on-the-job training and operational discipline.
- Address staff misconduct and escalate HR issues appropriately.

D. Customer Experience & CRM Execution

- Drive adherence to the Customer Service Charter at all touchpoints.
- Manage and resolve customer complaints promptly and accurately.
- Ensure proper maintenance of:
    - Customer follow-up logs
    - Complaint resolution registers
    - VIP customer experience tracking
- Lead branch-level service recovery actions when service failures occur.
- Promote the bank's brand and corporate image in the branch environment.

E. Business & Service Performance Reporting

- Report branch operational performance indicators including:
    - Service turnaround times
    - Customer experience ratings/NPS
    - Staff productivity indicators

- ATM uptime and cash efficiency metrics
- Lead implementation of branch service improvement action plans.

KNOWLEDGE, SKILLS AND EXPERIENCE:

QUALIFICATION

- Bachelor's degree in Finance, Banking, Accounting, Economics, Business Administration, or a related field.

KNOWLEDGE REQUIREMENTS

- Strong understanding of **banking operations**, branch processes, and service delivery standards.
- In-depth knowledge of **customer experience strategies**, service quality frameworks, and customer journey mapping.
- Familiarity with **banking products** (retail, SME, corporate) and how they support customer needs.
- Knowledge of **regulatory and compliance requirements** (KYC, AML/CFT, consumer protection guidelines).
- Understanding of **risk management**, operational controls, and audit requirements.
- Knowledge of digital banking channels, CRM systems, and service improvement tools.
- Understanding of metrics such as NPS, customer satisfaction, and service turnaround times.

SKILLS REQUIREMENTS

Technical & Operational Skills

- Ability to optimize **branch operations**, streamline processes, and improve turnaround times.
- Competence in analyzing customer touchpoints and identifying service gaps.
- Strong data analysis and reporting skills to track operational efficiency and customer experience metrics.
- Ability to implement service standards, SOPs, and performance improvement initiatives.
- Proficiency in handling escalations, service recovery, and complaint resolution.

Soft & Leadership Skills

- Excellent communication and interpersonal skills, able to build strong customer relationships.
- Customer-centric mindset with the ability to influence positive customer behaviors.
- Strong problem-solving and decision-making abilities.
- Leadership and team coaching skills to support staff in delivering superior service.
- Strong organizational and time management skills.
- Ability to engage stakeholders across operations, risk, compliance, and product teams.

EXPERIENCE

- 3–5 years' experience in **banking operations, customer experience, relationship management, or service quality**.
- Proven experience managing customer relationships and resolving operational issues.
- Experience in branch operations, service delivery, or process improvement roles.
- Track record of implementing customer experience initiatives or service standards.
- Experience analyzing customer feedback and translating insights into action.
- Exposure to digital banking and omnichannel service environments is an advantage.

If you believe you can clearly demonstrate your abilities to meet the criteria given above, please submit your job application cover letter along with a detailed resume, copies of the relevant certificates and testimonials in a single PDF file format, quoting the respective Job title or Ref no. in the subject field to **TZRecruitment@equitybank.co.tz** by **Tuesday 29th November 2025**

Only short-listed candidates will be contacted.

Equity Bank is an equal opportunity employer. We value the diversity of individuals, ideas, perspectives, insights and values, and what they bring to the workplace.

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