

GENERAL:	
Job Title:	Relationship Officer – Customer Experience
Department:	Operations
Job Grade:	Officer/Senior Officer
Reports to:	Relationship Manager – Operations & Customer Experience
No. of Vacancies: 10	
BASIC PURPOSE:	
Development and growth of business at branch for all customer segments, maintain high level of customer experience, and ensure optimum branch balance sheet management .	
MAIN DUTIES AND RESPONSIBILITIES:	
i. Support customer onboarding desk for the branch to ensure effective customer experience ii. Deliver quality service to customer to achieve customer satisfaction and gather feedback for improvement actions. iii. Promote bank sales through customer interactions by proactively identifying specific products and services needs and referring the same accordingly iv. Ensure all registers, files and all documents are kept meticulously and in accordance to the banks procedure v. Observe strong adherence to AML and KYC policy guidelines vi. Ensure risk management in the branch is maintained and issues escalated accordingly. vii. Keen on monitoring and ensuring all transaction instructions received through the desk have no anomalies and not prone to frauds. viii. Ensure 100% compliance to the Bank's processes and procedures on account opening and customer service ix. Ensure complete accuracy and efficiency in account opening x. Ensure high customer service standards are maintained as the first contact person between the bank and the customer xi. Ensure all account opening documents are kept meticulously and in accordance to the bank procedures xii. Promote bank sales through customer interactions by proactively identifying specific products and services needs and referring the same accordingly xiii. Perform any other duties as assigned by your supervisor.	
KNOWLEDGE, SKILLS, QUALIFICATION AND EXPERIENCE	
QUALIFICATION • Bachelor's degree in Finance, Banking, Accounting, Economics, Business Administration, or a related field.	
KNOWLEDGE REQUIREMENTS • Strong understanding of customer experience principles, service standards, and customer journey mapping. • Good knowledge of banking products and services (accounts, deposits, loans, digital banking). • Familiarity with branch operations and front-office service procedures. • Understanding of regulatory and compliance requirements, including KYC, AML/CFT, and consumer protection guidelines. • Knowledge of complaint management processes, service recovery techniques, and escalation procedures. • Awareness of customer satisfaction metrics (NPS, CSAT, turnaround time). • Basic understanding of risk management and operational controls within the banking environment.	
SKILLS REQUIREMENTS • Strong customer service skills with the ability to build and maintain positive customer relationships. • Ability to analyze customer feedback and identify service gaps or improvement opportunities. • Skilled in handling customer complaints, queries, and escalations professionally. • Proficiency in using CRM systems, digital banking platforms, and service tracking tools.	

- Ability to promote and cross-sell banking products based on customer needs.
- Excellent communication and interpersonal skills.
- Problem-solving and analytical thinking.
- High level of emotional intelligence and empathy in handling customer concerns.
- Strong organizational and time management abilities.
- Ability to work under pressure in a fast-paced banking environment.
- Team player with the ability to collaborate with operations, sales, and service teams.

3. EXPERIENCE REQUIREMENTS

- 1–3 years' experience in **customer service**, relationship management, or front-office banking operations.
- Proven experience in addressing customer concerns and enhancing service delivery.
- Experience working in a branch environment or in roles involving direct customer interaction.
- Demonstrated ability to handle service challenges and drive customer satisfaction.

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.

By submitting your application, you consent to Equity Bank Tanzania Limited collecting and processing your personal data strictly for recruitment, selection, and, where applicable, employment purposes. Equity Bank Tanzania Limited will process your personal data in accordance with the Data Protection and Privacy Act, Cap 97, and its Data Privacy Policy. Your personal information will be treated with the highest level of confidentiality and will not be shared with unauthorized third parties, except where disclosure is required by law or regulatory obligation”.