General:

Job Title: Relationship Officer – Operations
Department: Operations
Job Grade: Officer/Senior Officer
Reports to: Relationship Manager – Operations

No. of Vacancies: 10

BASIC PURPOSE:

Responsible for front and back office operations to ensure excellent customer experience at branch. Thye are responsible for sales to customers served at branches through customer interactions for indetifying customer needs, cross selling and upselling.

MAIN DUTIES AND RESPONSIBILITIES:

- Responsible for developing and maintaining relationships with customers primarily in Institutions and projects related clientele and gaining customer insights about their businesses.
- Accurately dispense and receive physical cash and other financial instruments including foreign currency.
- Ensure 100% compliance to the Bank's policies and procedures on cash management.
- Ensure accuracy, efficiency and completeness of customer's cash and non-cash transactions.
- Ensure high customers service standards are maintained as the first contact person between the bank and the customer.
- Ensure strong adherence to AML, KYC policy and BOT prudential guidelines.
- Ensure all transactions records are kept meticulously and in accordance with the bank procedures.
- Promote bank sales through customer interactions by proactively identifying specific products and services needs and referring the same accordingly.
- Ensure risk management in the branch is maintained and issues escalated accordingly.
- Perform any other duties as assigned by your supervisor.

KNOWLEDGE, SKILLS, QUALIFICATION AND EXPERIENCE

QUALIFICATION

- Bachelor's degree in **Business Administration, Banking & Finance, Accounting, Economics**, or a related field.
- Additional certifications in **banking operations, customer service, or financial services** are an added advantage.

WORK EXPERIENCE

- 1–3 years' experience in **banking operations**, customer service, or relationship management.
- Experience in **branch operations**, account management, or financial transactions is preferred.

TECHNICAL KNOWLEDGE & SKILLS

- Strong understanding of **banking products**, operational procedures, and regulatory guidelines.
- Proficiency in **core banking systems** and digital banking platforms.
- Ability to handle operational tasks such as:
  - Account opening and maintenance
  - Cash management processes
  - Transaction processing & reconciliation
  - Compliance and documentation checks
- Good computer skills (MS Word, Excel, Outlook).

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".