

## Assistant Manager Customer Service

### Background

DCB Commercial Bank Plc is a fully-fledged retail and commercial bank in Tanzania. The bank offers banking services to Individuals, Microfinance, Small to Medium sized Businesses (MSME), as well as large corporate clients. DCB Bank has a wide branch network of over 8 branches, over 1000 DCB Wakala Agents, and over 280 Umoja switch ATMs serving over 3 million customers across the country.

We are currently seeking qualified candidate to fill the role of **Assistant Manager Customer Service**. The successful candidate will be responsible for leading and overseeing the transformation of customer experience across all branches, channels, and digital platforms, ensuring consistent, high-quality, and accessible service that builds customer loyalty and improves satisfaction metrics.

### Key Responsibilities

- Supporting in maintenance of the potential clients list in the relevant sectors as well and refining of the list in liaison with the relevant stakeholders.
- Managing a centralized Contact Center with IVR and toll-free services.
- Enforcing service breach policies to ensure accountability.
- Promoting digital adoption and enhance self-service accessibility.
- Developing and maintaining a robust complaints management and resolution system.
- Mentoring front-office and Customer Service Officers (CSOs) to align with service metrics.
- Rolling out customer experience (CX) training programs to close service gaps.
- Standardizing communication and customer journey mapping for consistency.
- Enhancing in-branch customer experiences through personalized service delivery.
- Deploying NPS and eNPS tools to capture and act on feedback.
- Collaborating with Branch Managers and Branch Accountants to maintain uniform service standards.
- Reducing customer dormancy and champion retention initiatives.
- Overseeing effective operation of all customer service channels.
- Implementing standardized service procedures and communication protocols

### Qualifications and Experience

- Bachelor's degree in Business Administration, Banking, or related field.
- Minimum of 4 years' experience in customer service or customer experience, preferably in the banking sector.
- Proven track record in leading transformation initiatives and improving customer satisfaction metrics (NPS, CSAT).
- Strong understanding of banking products, consumer protection guidelines, and regulatory requirements. Experience in digital banking, contact center operations, and service process improvement.
- Proficiency in analysing customer feedback and service metrics to drive improvement.

If you believe you are the right candidate for this position, kindly submit your application with a detailed CV, photocopies of academic certificate, and names of three referees with their contacts, quoting reference number **DCB/RB/AMCS-08/2025** on the subject of the email. To be considered, **your application MUST be submitted through [recruitment@dcb.co.tz](mailto:recruitment@dcb.co.tz)** not later than **29<sup>th</sup> Aug 2025**. Hard copy applications will not be accepted.