

Relationship Manager

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 9 branches, over 700 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 **Relationship Manager**. The successful candidate will be responsible for maintaining and managing commercial portfolio, building and sustaining relationships with existing and new prospective clients.

Key Responsibilities

- Growing and maintaining portfolio of liabilities and assets for business clients through building strong relationships and networking to grow commercial banking portfolio.
- Monitoring and maximizing all revenue generation funded and non-funded income budget lines of the bank's products.
- Customer retention; maximizing benefit from customers through cross-selling relevant DCB products in the segment including digital products.
- Proactively conducting pre and post monitoring visits to clients ensuring clients' ability to make repayments based on their financial and personal circumstances.
- Ensuring quality of service in the portfolio and management of customer expectations through effective queries, complaint, and correspondence handling in a timely manner as per service operating standards.
- Ensuring that the target market selection criterion is adhered to and that the bank is in full compliance with Know Your Customer (KYC) and Anti Money Laundering (AML) requirements to minimise risks and exposures to the bank.
- Managing the health balance sheet including NPL as per the bank's target.
- Responsible for representing the bank in the market in all business aspects and acting as a trusted advisor.

Qualifications, skill and Experience

- Bachelor's degree from a recognized university.
- Minimum of 5 years' experience in similar job maintaining portfolios in business banking/SME, commercial or corporate in a financial institution.
- In-depth knowledge of the local banking industry, banking products, services, and regulations
- Excellent networking, communication, selling and negotiations skills

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/RM-04/2026** on the subject of the email. To be considered, **your application MUST be submitted through recruitment@dcb.co.tz** not later than **27th April 2026**. Hard copy applications will not be accepted.