



Solidarity Group Lending Officer

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 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 **Solidarity Group Lending Officer**. The SGL Officer should be attentive to details, decisive, and possess excellent interpersonal and problem-solving skills. Previous working experience in microcredit projects is an added advantage.

Responsibilities:

- Growing quality asset portfolio and liability through retention of existing customers and recruitment of new customers.
- Identifying potential areas for opening new centres and maintaining high performance in line with the budget.
- Ensuring complaints are timely logged and auctioned, tracker is maintained, and resolution and respond to client is done within reasonable time.
- Building relationship with customers across all centres in order to get viable information for monitoring and control of your portfolio.
- Managing the implementation of all processes and procedures as stipulated in the bank's policies and manuals.

Qualifications and Experience

- Technical Certification/Diploma in any field from a recognized institution.
- Good understanding of economic activities and consumer behaviour in the microlending space.
- Excellent analytical, communication and decision-making skills.
- Ability to build and maintain strong relationship with customers.

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, stating the location you are applying for and quoting reference number **DCB/RB/SGL-04/2025** on the subject of the email. To be considered, your application **MUST be submitted through recruitment@dcb.co.tz not later than 15th April 2025** Hard copy applications will not be accepted.