DAR ES SALAAM SERENA
HOTEL
TANZANIA

JOB VACANCY:

Tourism Promotion Services (TPS), Serena Hotels is a collection of 22 up-market hotels, safari lodges, camps and resorts within 7 Countries in the Eastern Africa region (Kenya, Tanzania, Zanzibar, Mozambique, Uganda, Rwanda, DR Congo).

We are currently seeking qualified and experienced individuals for the position of **Credit Controller** at Dar es Salaam Serena Hotel, whose responsibilities will be as outlined below:

Job Purpose

The Credit Controller is responsible for managing the hotel's accounts receivable and credit control functions to ensure timely collection of outstanding debts, effective credit risk management, accurate financial records, and improved cash flow while maintaining positive relationships with clients and business partners.

Key Responsibilities

- Manage accounts receivable and ensure timely collection of outstanding debts.
- Review credit applications, monitor credit limits, and manage customer credit risks.
- Ensure accurate invoicing, account reconciliations, and timely resolution of billing queries.
- Follow up on overdue accounts and prepare debtors' ageing and collection reports.
- Coordinate with relevant departments to resolve billing and payment issues.
- Maintain accurate records and ensure compliance with credit policies and procedures.
- Recommend improvements to minimize bad debts and enhance cash flow.

MINIMUM QUALIFICATIONS AND EXPERIENCE

- Bachelor's Degree or Diploma in Accounting, Finance, Business Administration, or a related field.
- CPA (T), ACCA, or equivalent qualification will be an added advantage.
- Minimum three (3) years' relevant experience, preferably in the hospitality industry.
- Good knowledge of accounting, credit management, and accounts receivable.
- Proficiency in accounting software.
- Strong analytical, communication, negotiation, and interpersonal skills.
- High integrity, attention to detail, and ability to meet deadlines.

Applicants who have fulfilled the stipulated criteria are encouraged to submit their applications along with their updated CVs and certified copies of relevant academic and professional certificates to:

People and Culture Manager.

Sent via email to: jobvacancy.daressalaam@serenahotels.com **on or before 14th November 2026**