

## ***Position Description***

Position Title	Branch Clerk
Reporting to Position Title	Branch Manager/Supervisor

### ***1.0 Overall Purpose of the Position***

Reports to the Branch Supervisor to perform a variety of administrative and customer service functions including the handling of cash and the selling of the Banks Products.

### ***2.0 Main Responsibilities***

- Processes basic financial transactions like issuing cheques, processing deposits and withdrawals from accounts etc., on behalf and as requested by customers;
- Processes new accounts applications including the ordering of new cards, maintaining files, processing adjustments and other card maintenance requirements;
- Responds to customer enquiries regarding the operation of accounts and card services, account discrepancies, account usage charges, interest rates on savings and loans, resolving account discrepancies, and assisting customers to make the most effective use of services offered by the bank;
- Posts transactions accurately, access account information, balance transactions, and generally update customer account transactions and information;
- Sells and cross-sells the Bank's products and services;
- Gives customers an excellent and timely service;

- Performs standard office procedures including processing mail, answering customer phone calls, counting of monies, ordering supplies, typing and filing, and completes administrative duties in an efficient manner;
- Files all documents, papers, letters and records for quick and easy access and retrieval of information; to maintain and update files; to ensure that all outgoing files are registered, easily traced and tagged;
- Inputs transactions, reconciles accounts and takes corrective action when necessary;
- Compiles statistics accurately when required;
- Credits cash into the Director of Agriculture account;
- Credits outstanding invoices into the personal accounts of 'Pitkala';
- Mails Hawker's outstanding invoices;
- Updates farmers' details from time to time with their direct credit account numbers details;
- Passes the relative transactions every month in the period closure, including commissions subsidy and payment to Inland Revenue;
- Ensures a high quality/standard of work and service throughout;
- Performs any other duties that may be assigned from time to time.

### **3.0 *Skills and Knowledge Required***

- Must be alert at all times.
- Must be meticulous and accurate.
- Must have well-developed mathematical and analytical skills.
- Must be able to communicate clearly.
- Must be polite and customer focused.