



Job Description

JOB TITLE	Cash Services Officer/ Clerk
LEVEL/BAND	TC12/14
DEPARTMENT	Operations
DIRECT REPORT (JOB TITLE)	Senior Cash Services Officer

Overall Purpose of the Position

To perform a variety of back office banking related administrative duties effectively and according to the established policies and procedures.

Operational Responsibilities

- To process customers' deposits received from mini branches, offsites including ATMs, deposit machines etc.
- To respond to customers' enquiries when and as necessary and give them an excellent and timely service.
- To reconcile accounts and takes corrective action when necessary in line with the set procedures.
- To be knowledgeable and conversant with the Bank's Handbook, (Procedure Manual) website and internet banking system.
- To liaise with other supporting units and branches to assist with operational issues as and when required.

General Responsibilities

- To submit any reports and participate in any projects and activities as may be directed from time to time.
- To ensure compliance with Bank's policies, guidelines and underlying procedures at all times.
- To perform standard office tasks including processing mail, answering phone calls, ordering supplies, filing and archiving.
- To perform any other duties that may be reasonably assigned from time to time.

Qualifications, Skills & Competencies

	SKILL	EXPERIENCE	QUALIFICATION
MANDATORY	<p>Have good verbal and written communication skills.</p> <p>Be reliable, organised, efficient and able to work under pressure.</p> <p>Be a team player while still being able to work independently.</p> <p>Excellent analytical, troubleshooting & interpersonal skills.</p> <p>Be computer literate and conversant in MS Office applications.</p>		
DESIRABLE	Committed to self-development.	Previous experience of working in the financial services sector.	