



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 be responsible for the day-to-day duties related to the Clearing Services and to perform a variety of back office banking related administrative duties in an efficient and timely manner and according to the established policies and procedures.

Operational Responsibilities

- To perform the daily duties under the responsibility of the Unit, including:
 - Timely Processing of Customers' Deposits received from CIT customers, ATMs & Bulk Deposit Machines etc
 - Processing of Incoming & Outgoing Clearing files including checking of cheques negotiated by other local banks.
 - Responsible to process requests for Returned Cheques and relative posting of system entries before established cut-off times.
 - To manage the Cheque Imaging System and process any requests for cheque images.
 - Cater for the bulk processing of Standing Orders & Interest Generation Bills payables.
 - Contribute to the timely Printing of Customers' Statements and Products Contract Notes.
 - To carry out any reconciliations effectively and according to the established standards and timeframes.
- Be able to respond internal customers' queries when and as necessary ensuring that responses are handled in a timely and efficient manner.
- Contribute to the up keeping of Unit's Procedure Manual, be knowledgeable and conversant with Bank's Policies and Procedures.
- To liaise with other supporting units and branches to assist with operational issues as and when required.
- To perform other administrative functions which are essential to the proper operation of the Unit/Division.

- To sit on committees and attend meetings when required and to take minutes accordingly.

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>		Preferably possess, or in the process of obtaining a relevant banking qualification.
DESIRABLE	Committed to self-development.	Previous experience of working in the financial services sector.	