



Job Description

JOB TITLE	General Banking Officer/Clerk
LEVEL/BAND	TC12/14
DEPARTMENT	Banking
DIRECT REPORT (JOB TITLE)	Senior General Banking Officer

Overall Purpose of the Position

To perform a variety of administrative and customer service functions including teller function and the promotion and selling of the Bank's products and services.

Operational Responsibilities

- To promote and cross sell the Bank's products and services and assist customers with the respective features, terms and conditions to make the most effective use of services.
- To respond to customers' enquiries regarding the operation of accounts, card services, internet banking requests, interest rates and Bank charges.
- To post transactions accurately, access account information, balance transactions, and generally update customer account transactions and information.
- To carry out teller duties and be responsible for maintaining the cash till, giving due importance to the required safety and security procedures;
- To actively promote the Bank's virtual channels;
- To give customers an excellent and timely service.
- To be knowledgeable and conversant with the Bank's Handbook, circulars, products, services, website and Internet Banking system.

General Responsibilities

- To submit any reports and/or 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 ensure high quality/standard of work and service throughout;
- To perform any other duties that may be reasonably assigned from time to time.

Qualifications, Skills & Competencies

	SKILL	EXPERIENCE	QUALIFICATION
MANDATORY	<p>Customer driven with strong focus on quality of service.</p> <p>Have good verbal and written communication skills.</p> <p>Be reliable, organised, meticulous and prepared to work under pressure.</p> <p>Be a team player while still being able to work independently when needed.</p> <p>Excellent analytical, troubleshooting & interpersonal skills.</p> <p>Be computer literate and conversant in MS Office applications.</p>	Ideally comes with some experience in a financial institution.	Ideally possess or is in the process of completing a qualification in banking, finance or related field.
DESIRABLE			