

Branch Operations Officer

Key Responsibilities:

- Perform branch back office operations and resolve problems when it is necessary or related to Operations HO for further action.
- Assist in telling counter services operations as necessary.
- Daily clear any outstanding balance related non-cash i.e. any pending payment at branch and/or IBOT transactions.
- Adhere to all the times to control bulk stock - ATM cards, passbook, FD certificate, cheque book and pending cheque book collection.
- Prepare the necessary daily, weekly and monthly reports (A/C, Records of checks, ATM/CDM/CDT reconcile reports...etc.).
- Ensure compliance at all times – process, policy and working instruction.
- Carry out any other assignment as may be required by the immediate superior and/business lines from HO operations.
- Achieve and proactively refer to ARM for A/C opening.
- General administration (e.g. Security of the premises, stationary, testing alarm, P&P for Back office).
- Service regularly the ATM/CDM/CDT for cash loading (ATM) /uploading (CDM) and cheque clearing (CDT).

Knowledge Skills and Experience:

- Degree in Business related disciplines.
- At least 2 years of customer service experience.
- Relevant experience in the banking or service industry is an advantage.
- Pleasant personality, friendly.
- Confident, strong communication and interpersonal skills with high net worth individuals.
- Excellent verbal and written English.

How to apply:

Please submit your application via email: lynet.bun@cimb.com

Or call us at 081 240 333