

Assistant Manager- Branch Operations

Job Purpose

Responsible for smooth branch operations and maintain pristine controlled environment in internal and regulatory reporting of the bank.

Job Requirements

- Thorough knowledge on branch operations activities such as, Cash, ATM, Cheque Clearing, SLIPS/RTGS Operations, account opening, standing orders, cheque books & de cards and all other banking products
- Sound knowledge on regulatory & internal policy guidelines especially GoAML.
- Encouraging, identifying and developing best practice strategies
- Creating, managing & analyzing performance data
- Ability to manage, motivate and supervise teams successfully
- Understand legal, regulatory, information security and compliance requirements relating to banking operations
- Assertive negotiator and excellent in relationship management
- Excellent communication and presentation skills. Efficient in negotiating and managing external as well internal customers

Job Responsibilities

- Maximize the skills and performance levels of operations staff
- Maintain /enhance customer service levels
- Ensure all operations activities are in line with regulatory & internal policy guidelines
- Maintain excellent turnaround time and error free transaction processing
- Ensure all staff are well trained and provided with all required equipment & environment to carry out their duties without any hindrance

Applicant should possess:

Minimum qualifications:

- Degree and/or Equivalent Professional qualification.

Minimum experience:

- Minimum 5years' experience in banking sector preferably in branch operations environment-Account opening knowledge with KYC due diligence procedure experience is an added advantage.

Communication

Excellent spoken and written communication skill

Interested candidates may send in their CVs to careers.slk@hbl.com