

## VACANCY

### **VIRTUAL BRANCH TRANSACTIONAL BANKING HEAD OFFICE - DURBAN**

Applications from interested and suitably qualified candidates are invited in respect of the above vacancy.

#### **PURPOSE OF THE POSITION**

To provide administrative and technical support services to the Customer Services Division and to ensure the smooth and efficient running of the administrative functions of the division. In addition, to assist the division with the testing of developments and enhancements and collation of test packs for audit sign off.

#### **CORE FUNCTIONS INCLUDE**

##### **Administration**

- Operation industry issues - card/eft transactions non -acceptance eg D/O not on dropdown or YOCO payments not going through.
- DT prod issues
- Data integrity issues relating to Bankserve
- Effects not cleared base 1, base 2, SMS,DMS.
- Enterprise - provide support for: (cards/eft), logging defects on Excalibur, testing production bugs, enterprise & internet offline.
- Enterprise - provide Branch support for: internet banking / corporate banking / enterprise & UDT.
- Cards: order cards/pin mailer /envelopes & recon for stock of cards.
- Log CQLS queries (EFT disputes /recalls) & approve credits (SQS disputes).
- EFT duplicates & SABRIC Repatriation of funds.
- Assists in compiling material for training and prepares PowerPoint presentations.
- Arranges and coordinates meetings as required.
- Takes minutes at meetings for the division & Compiles meeting packs for meetings relating to the division.
- Extracts information from Visa Online and completes VAT invoices in terms of interchange for the respective banks on a monthly basis.
- Extracts the bank's invoices from Visa Online on a monthly basis and files these electronically.
- Completes order note and obtains relevant signatures.
- Prepares the electronic payment requisition and obtains relevant signatures and thereafter forwards to the finance department for processing of payment - inclusive of Bankserve, ccd, DT, FG.
- Keeps an electronic and filed copy of a schedule of payments made.
- Monitors and maintains key contracts and Service Level Agreements as per the end dates for renewal purposes.
- Conducts fee comparison with other banks twice a year.
- Extracts reports weekly and as required and forwards these to the relevant meeting eg.

Exco, ECC (includes EXCO Dashboard Statistics).

- Monitors ATM downtime reports and assists branches in resolving ATM issues, alternatively logs a call with ATM Service Provider and follows up until resolved.
- Monitors offsite ATMs downtime and replenishment and follows process for replenishment ensuring that the ATM does not experience downtime due to low cash.

### **Technical Support**

- Keeps the team updated with new features and assists in training other staff.
- Provide support on new corporate banking as well as old for both internal and external stakeholders.
- Mobile applications support on queries escalated by agents.

### **Relief Duties**

- Acts as a backup in the absence of the Business Analyst.
- Assists in testing of developments and enhancements.
- Assists in the logging and fielding of calls received from branches and clients.
- Participates in divisional projects from time to time including special projects.
- Assists in coordination of training requirements.
- Attends to adhoc duties that arise and require attention.

### **Required Qualifications**

- A Certificate of Relevant qualifications in Secretarial/ Administration will be required in order to meet the requirements of the role at the highest level of competence.

### **Required Experience**

- A minimum of 3-5 years relevant experience
- Previous working experience in a Banking/ Corporate environment

### **Knowledge, Skills and Attributes**

- Microsoft Office
- Adobe
- Equation
- Enterprise
- iMAL
- Al Baraka Financial System (AFS)
- Secretarial skills
- Excellent Administrative Skills

Al Baraka Bank is an Equal Opportunity Employer. Applicants from the previously disadvantaged groups and people with disabilities will be given preference.

Forward your cv to [kameshini@albaraka.co.za](mailto:kameshini@albaraka.co.za)