

## VACANCY

### **VIRTUAL BRANCH SUPPORT OFFICER 12 MONTH FIXED TERM CONTRACTOR HEAD OFFICE - DURBAN**

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

#### **CORE PURPOSE OF THE JOB**

To manage the Virtual Branch processes and deliver exceptional customer service nationally while maintaining a positive and helpful image as this being the primary point of contact for customer queries and concerns thereby promoting the image of Al Baraka Bank

#### **MAIN FUNCTIONS OF THE JOB INCLUDE:**

##### **Attorney Trust Saver**

- Ensuring the relationship with the banks attorneys are managed appropriately.
- Administration and Customer Service
- Attend to Account opening Process
- Attend to All Withdrawal Requests from Attorneys
- Capturing of All EFT Payments
- Processing of All GDA Profits
- Updating of GDA Profits for all ATS Accounts
- Preparation of Genex File To Finance
- Manage the administration, processing
- Payment of LPFF on A Monthly Basis
- Back up for the virtual forex
- Assist Adhoc function (Monthly report and queries)
- Process monthly LPFF Recons and Submission of Report to the LPFF Board
- Sending of Monthly consolidated report to all Attorneys
- Attending to All Adhoc requests from client SharePoint Bulk upload of Top 20 Trust
- Saver Balances

##### **Transactional Banking Support**

- Support to Business Bankers and team regarding the system and client queries
- Assist with Mobile App/ Corporate Web queries and testing.
- Involved in Projects with other departments -Albaraka as a public beneficiary-liaise with big 5 Banks to onboard Albaraka as a public beneficiary on their electronic platforms.
- Follow up on long outstanding ENC (Effects not cleared) transactions and prepare list for submission to other banks to resolve - to be done once a month.
- Check for duplicate payments, contact clients / branches to advise. Action as per client request.
- Follow up on all emails to Online Admin.

## Forex

- All FICA documents are correctly verified as per FICA policy
- Verify watchlist check is provided and is correct and clear
- All information captured on the system corresponds to the source documents
- That e-mail authorisation is provided politically exposed persons
- That information is correctly captured on Equation using the data compare utility
- Conduct ID Checks for duplicated customers.
- End of day: all processing for the day is finalised and sent to COB Approvers
- Ensure strict adherence to Exchange Control Rulings and the ABL policies and procedures of the process all transactions accurately and efficiently to ensure correct reporting to SARB bank.
- Report any suspicious transactions in terms of Money Laundering procedures within 2 days.
- Correct Booking of rates for Branches and customers.
- Correct and timeous ordering of foreign currencies for the Bank and Branches.
- ODD - Reviews and CIF updates, liaising directly with branch staff and external clients.
- Ensuring that the Forex Log is balanced daily and all inconsistencies are addressed immediately with the Branch/Customer Services to resolve.
- Prepare Forex notes stats from GTS on a monthly basis for IBD/Performance Exco
- Undertakes duties of a Customer Service Adviser to branches as and when required to ensure that a high level of customer service is maintained throughout the bank and to undertake any other duties as and when required
- Follows up with branches with regard to frontline issues and take corrective action where necessary
- Manages leads register by tracking leads to completion for all branches
- Responds and takes action with regard to customer concerns and complaints from branch level both internally and externally
- Look at areas of risk with retail and corporate

## QUALIFICATIONS

- Diploma or Relevant Qualification in Customer Services Management or Banking will be required in order to meet the requirements of the role at the highest level of competence.

## PREFERRED EXPERIENCE

- A minimum of 3 - 5 years experience in a Customer Services Environment with at least a year in a senior capacity.
- Previous banking experience would be an added advantage.

## KNOWLEDGE

- IMal
- Enterprise/Internet Banking/Corporate Banking/Mobile App
- Euphoria TMS
- Microsoft Office 365

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

Kindly forward your CV to [kameshini@albaraka.co.za](mailto:kameshini@albaraka.co.za)