

VACANCY

TELLER & ENQUIRIES CLERK WESTERN CAPE

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

CORE PURPOSE OF THE JOB

The purpose of the role is to attend to teller and enquiries functions as well as Forex as and when required, accurately and in keeping with the Bank's policies and procedures and regulatory requirements. To provide excellent customer service to all Customers.

MAIN FUNCTIONS OF THE JOB

Teller Processing

- Manage cash deposits and withdrawals.
- Process EFT and internal transfers.
- Handle account closures and intersystem transfers.
- Manage unpaid debit orders and reversal of fees.
- Conduct forex transactions, including deposits, withdrawals, and transfers.
- Ensure end-of-day work processed balances.
- Verify and authorize deposit and withdrawal slips according to bank policies.
- Count and verify physical cash, identify counterfeit/stained banknotes.
- Stamp, date, and initial transaction slips.
- Maintain zero teller differences in surpluses and shortages.

Teller Administration

- Maintain and manage daily petty cash.
- Scan and upload documentation on Docuware and Sharepoint.
- Report suspicious transactions.
- Capture EFTs on Corporate Plus.
- Maintain standing profit instructions and debit orders.
- Organize and sort daily reconciliation.
- Update teller statistics and treasury limits on Sharepoint.
- Complete and balance treasury reports and ATM journals.
- Manage account closures, payment requisitions, and special conditions.

Forex

- Ensure all required documentation is completed for forex deals.
- Process foreign exchange transactions and balance foreign currency at the end of the day.
- Adhere to Exchange Control Rulings and report suspicious transactions.
- Manage client communications regarding forex.

Enquiries Administration

- Provide statements, assist with deposit/withdrawal slips, and general client queries.
- Handle transactional banking services, including card replacements, PIN changes, and internet banking support.
- Assist with online statement registration and deceased client accounts.
- Manage client information updates, including FICA and personal information.
- Support clients with mobile app registrations and queries.
- Prepare various client letters and maintain the visitor's register.
- Printing of daily TB reports.

Customer Service

- Deliver professional and efficient client service.
- Participate in cross-selling bank products.
- Ensure the banking hall is presentable and functional.
- Address client complaints and refer clients to relevant consultants.

General

- Perform security checks on ATMs.
- Assist with back-office functions and special projects.
- Order and manage branch stationery.
- Act as Co-Custodian for Treasury and ATM.

Compliance:

- Adhere to all bank procedures and compliance regulations.
- Ensure proper client identification and verification for all transactions.

QUALIFICATIONS

- Appropriate Banking qualification will be required

PREFERRED EXPERIENCE

- A minimum of 1-2 years General banking experience or equivalent working experience

KNOWLEDGE

- Microsoft Office
- Banks Operating Systems
- Knowledge of the Banking policies and procedures
- GTS - lexis nexis
- DHA

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 stephanie@albaraka.co.za