alBaraka

VACANCY

TELLER AND ENQUIRIES CLERK - GAUTENG

Applications for interested and suitably qualified candidates are invited in respect of the a 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 clients and the relevant Branches within the Region.

MAIN FUNCTIONS OF THE JOB

Teller Processing and Administration

- Cash deposits and withdrawals
- EFT and internal transfers
- Closure of accounts
- Intersystem transfer (Debit Card to investment account)
- Investment transfer (investment account to Debit Card)
- Reversal of fees
- Ensures daily processed work balances at the end of the working day
- Ensures that all security procedures are adhered to minimize or mitigate risk
- Updating of Stats on Sharepoint
- Reporting of suspicious transactions
- Scanning of documentation deposits, withdrawals, etc.) and uploading of teller recons
- Capturing of EFTS
- Capturing of profit instructions, debit orders, etc

Forex Processing

- Processing of Forex orders as placed by customers either telephonically via Customer Services or walk-ins
- Obtains all the necessary documentation including FICA to process the deal.
- Confirms appointments and the booking of rates for customers
- Provides client with banking details and amount required for the deal
- Processes the deal on banking system
- Attend to all administrative requirements once the deal has been finalised.
- Ensure compliance with regulations and policies and procedures
- Ensures that all deals comply with South African Reserve Bank's (SARB's) as well as the Banks requirements as per policy and procedure
- Identifies and reports any suspicious transactions
- Ensures foreign cash is balanced on a daily basis and locked away at the close of business each day
- Manages foreign cash limits on a daily basis

Enquiries Administration

- Assists clients with completion of deposit and withdrawal slips
- Processes cash and transfer requests by checking available balance, signatures and Financial Intelligence Centre Act (FICA) compliancy
- Attends to early withdrawal requests for walk in clients
- Provides statements and IT3Bs as and when requested and charges client accordingly
- Processes and obtains authorisation for ex-branch withdrawals
- Obtains relevant Fica documents from clients and conducts relevant updates.
- Assists client with updating of personal information
- Attends to any queries in relation to all the bank's products as well as client queries
- Extract Transactional Banking reports and complies report
- Issues replacement debit cards to clients
- Refers clients to respective consultants depending on the nature of the client request
- Provides and maintains a high level of customer service to customers
- Handles customer complaints and directs to the relevant departments
- Management of security items
- Ensures the Banking hall is neat & presentable at all times
- Assists clients with registering for Internet Banking and Mobile App
- Manually inspects front of ATM for any anomalies (security check)
- Assists with any back-office functions on an ad-hoc basis- projects and tasks

Customer Service

- Participates in cross sales of the Banks products at all given opportunities
- Provides an efficient and professional service to clients at all times
- Ensures that clients queries are attended to professionally and timeously
- Attends to queries and requests received via email

Compliance

- Ensures that all functions are carried out in accordance with the Banks internally regulated procedures and compliance regulations
- Ensure identification and verification of the client 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

- Banking systems
- MS Office

Forward your CV to kameshini@albaraka.co.za

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