

## **VACANCY**

### **TELLER AND 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 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

## **EnquiriesAdministration**

- 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 authorization 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.

## **Relief Duties**

- Will assist with Forex Processing functions as and when required.

## **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

## **NOTE**

- It is a requirement of the role for the potential candidate to work every Saturday.

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](mailto:stephanie@albaraka.co.za)