

## Relationship Officers – Operations & Customer Service at SMEP Microfinance Bank

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### Job Description

(adsbygoogle = window.adsbygoogle || []).push({}); SMEP Microfinance Bank Limited is a public limited company incorporate under the companies Act (Cap ) and licensed under the microfinance Act (Cap D) to offer banking, focusing on Group banking, Retail banking, Church banking, Asset financing, microfinance and related services. Our vision is to be a dynamic christian provider of financial solutions transforming lives and our mission is to empower our customers through provision of market driven financial solutions.

### SUMMARY

The job holder will be responsible for processing customer instructions relating to Cash, Cheque and Digital Banking Channels transactions, growth of Non-funded income and ensuring compliance to Operational processes and procedures. They will also champion the delivery of excellent customer experience within the unit.

### KEY DUTIES AND RESPONSIBILITIES

Actively drive growth in customer numbers and ensure full adherence to the customer on-boarding Policies and Procedures.

Cash handling & cheque processing and ensuring accurate update of the various transactions on the T24 core banking system.

Ensuring sufficient controls in cash management both for the tills and vault as well as transactions processing.

Ensure that all items cashed are within laid-down limits and refer all transactions exceeding

limits to the appropriate area for authorization.

Adequate cash stock management with buying and selling from the vault as appropriate.

Ensure strong adherence to anti money laundering (AML) and know your customer (KYC) policy guidelines.

Compliance to policies, procedures and regulations ensuring that all processed performed are within the banks policies and procedures.

Analyze and reconcile daily transactions ( degrees view) ensuring exceptions are addressed.

Ensure maintenance of proper records and control of all relevant registers and files

To identify and report suspicious transactions to the AML Officer on a timely basis.

Drive account utilization and uptake of banks products through cross selling. Maintain a high level of customer satisfaction that grows the business through referrals and repeat business.

Handle with accuracy both incoming and outgoing customer telephone correspondence.

Support in rollout and grow utilization of the digital banking channels.

Maintain SLA in processing customers' instructions relating to all banks processes.

### **QUALIFICATIONS AND COMPETENCIES:**

A minimum grade of C+ (plus) in KCSE

An undergraduate Bachelor's degree or Diploma in Business related courses from a recognized institution.

Knowledge in Relationship Management, Project Management, Process Reengineering, Digital Channels Management as well as relevant experience in the Banking sector will be an added advantage.

Good customer service skills

Proficiency in ICT with good data entry skills is mandatory .

Ability to analyze and interpret both customers' and financial statements.

Clear understanding of microfinance/banking industry is an added advantage.

Possess good risk management skills.

Good interpersonal & communication skills with excellent customer service skills.

A team player with the drive to improve performance.

Self-driven and possess the ability to work with minimum supervision.

Ability to work independently under minimum supervision.

Strong Christian values, commitment, and passion for the transformation of the population.

Aged between 24 and 30 years

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