

JOB TITLE: BRANCH OPERATIONS OFFICER (2 posts)

JOB PROFILE

Job Title:	BRANCH OPERATIONS OFFICER
Job Reference	TSCCS: BOO.8/2024
Department:	OPERATIONS
Reporting to:	BRANCH MANAGER
Location	BRANCH

JOB DESCRIPTION

Reporting to the Branch Manager, the incumbent shall be responsible for reviewing and analyzing expenditures of the branch to ensure they are in conformity with the budget and as well advise the Branch Manager on issues such as resource utilization and assumptions underlying budgets forecasts.

DUTIES OF A BRANCH OPERATIONS OFFICER

- Deputize the Branch manager in his/her absence.
- Prepare various monthly reports that compare budgeted costs to actual cost including treasurer's report.
- Effective custodianship of the vault and its reconciliation.
- Cash management through; Teller cash replenishment, cash balancing and inter-teller transactions.
- Propose/review amendments to procedures for efficiency and effectiveness.
- Maintain the branch cash book and ensure its reconciliation with the bank and source documents.
- Computing and fixing of Fixed Deposits for the members and drawing of banker's cheques.
- Monitor the performance of branch loans portfolio.
- Maintain branch accounting.
- Ensure banking premises are well maintained.
- Ensure that all customers are served in an orderly manner and without delay.
- Receive complaints from the customers and act on them on the spot and where not in a position, direct them to the superiors.
- Ensure periodic visits to the SACCO's agents under the branch or satellite for monitoring, ensuring compliance with the SACCO Agency guidelines as well as responding to queries or addressing issues affecting the agents.
- Strive at all times to ensure the customer is comfortable and receiving the necessary attention.
- Encourage customers to give their service comments on the provided forms and have them inserted in the suggestion box.
- Ensure that all complaints/suggestions are presented to a staff meeting, discussed and prompt action taken to remedy the situation.
- To undertake management and development of Branch staff.
- Prepare reports on customer care to guide management in development of suitable products and delivery system.
- Implement Branch risk management policies.
- Exercise due diligence in operations on Know your customer (KYC) and Anti money laundering (AML) to prevent and detect frauds and forgeries.
- Any other lawful duties as may be assigned from time to time by the Branch Manager or any

other person in authority.

BACKGROUND REQUIREMENTS

- 1) Proven experience in a similar role
- 2) Sufficient knowledge of modern accounting techniques and best practices.
- 3) Ability to meet business targets and goals
- 4) Excellent organizational skills
- 5) Results driven and customer focused
- 6) Be of exemplary integrity and honesty
- 7) Must be empathic to Customer needs
- 8) Be decisive and possess quick judgment skills
- 9) Possess excellent business writing skills
- 10) Be proactive and initiative
- 11) Possess analytical and critical thinking skills.
- 12) In-depth Knowledge of the asset management and market structure sectors preferred.
- 13) Have excellent communication and interpersonal skills
- 14) Must be self- motivated
- 15) Be a team player

PREFERRED QUALIFICATIONS

Education: Formal Qualifications

- Have a business-related degree.
- At least five (5) years' experience in a financial institution.
- Certification in banking will be an added advantage.
- Minimum KCSE (C Plain) with C (plain) in English & Mathematics
- Be between 30 – 40 years of age

DISCLAIMER

The above information on this description has been designed to indicate the general nature and level of work performed by employees within this classification. It is not designed to contain or be interpreted as a comprehensive inventory of all duties, responsibilities and qualifications required of employees assigned to this job.

Only shortlisted candidates will be contacted and they will be required to provide the following upon being successful;

- 1) Clearance certificate from the Ethics & anti-corruption commission (EACC)
- 2) Tax compliance certificate from the Kenya Revenue Authority (KRA)
- 3) A valid certificate of good conduct
- 4) Clearance certificate from the Higher Education Loans board (HELB)
- 5) Clearance certificate from the Credit Reference Bureau (CRB)