

Assistant - Branch Operations (Branches)

Closing Date: 30th April 2025

Job Profile

- Ensure adherence to all standardized operational procedures as per operations
- Manuals maintain accuracy in account opening documentation
- Ensure that customer verification is as per Central Bank and operational regulations
- Ensure high standard of service through follow up of day today problems by liaising with the Branch Manager and support divisions
- Understanding customer life journey and win opportunities to improve wallet share and drive revenue growth
- Coordinate day to day operational issues in the branch with the relevant support departments

Special Skills

- Knowledge in KYC, AML procedures and Current account operations
- Conversant in branch operations
- Excellent communication and customer service skills

Experience & Qualifications

- Minimum of 1 year experience in Branch Operations
- A part qualification in Banking (Completion of four subjects at CBF Level) or CIM/CIMA/ACCA or 1 year of a 3-year degree program