

Other details for Banking Assistant

1. Position

a.	Designation	Banking Assistant
b.	Grade	A4
c.	Department	Operations Department
d.	Company	Bank of Bhutan Limited
e.	Place of Posting	Various Branches
f.	Supervisor	Branch Managers
g.	Reviewer	Chief Banking Operations
h.	Date of Joining	With immediate effect

2. Criteria

a.	Qualification	Only Class 12 (55% - Best of 4 subjects & Minimum 50% in English). Preferably Commerce Students (not earlier than 2014 class XII pass out)
b.	Experience	No experience required
c.	Employment type	Regular. However, the selected candidates will be placed on probation for 6 months, and service shall be confirmed based on performance during the probation period.
d.	Maximum age limit	18 years and above during the time of vacancy announcement

Terms of reference for Banking Assistant

Job holder name:	Designation: Banking Assistant
Job grade: A4	Directly reports to: Branch Manager

Job purpose {define the key aspects of the role briefly – why does the job exist?}

Banking Assistant is responsible for providing exceptional customer service including efficient and accurate transaction processing.

Key responsibilities {define the key responsibilities of the job}

1. Accept retail and/or commercial deposits, loan payments, process checking and account related withdrawals.
2. Receive checks and cash for deposit, verify amounts and check accuracy of deposit slips count daily inventories of cash, drafts, checks etc
3. Balance cash drawer in accordance with Bank procedures and regulations including periodic batching of cashed checks.
4. Assist in ordering, receiving, verifying, and distributing cash.
5. Carry out all Internal and external Remittance related transaction as per the policy and procedures
6. Resolve problems or discrepancies concerning customers' accounts.
7. Answer customer queries and refer customers to the proper service area for issues that cannot be resolved at the teller line.
8. Proper Sorting and filing of control reports and vouchers.
9. Process and maintain records of all customer accounts in line with KYC
10. Compute correct financial fees, interest, and service charges.
11. Identify transaction mistakes when debits and credits do not balance.
12. Assist customers in accessing safety deposit boxes and safe custody articles.
13. Responsible for error free Branch opening and/or closing.
14. Maintain highest level of confidentiality with all information obtained.
15. Perform as a team member in allocating and coordinating the work flow.
16. Contribute to the fulfillment of Branch, department and company objectives and goals.
17. Comply with Department and company policies, procedures and regulations.
18. Perform other duties as assigned by the Supervisor/Manager.

Areas of contribution {define the key areas of performance measurement}

Promotes the bank's products and services and represent the Bank in a manner that maintains and expands positive relations with all customers, potential customers and co-workers

Experience & knowledge required {define the experience & knowledge required to do the job}

Qualifications: Minimum Class XII.

Knowledge and skills: Excellent customer service skills, attentiveness, information retention, tact and diplomacy in dealing with both customers and employees. Mathematical skills. Strong communication & organizational skills. Detail oriented and high degree of accuracy. Competence with computers.

Complexity & judgment {define the job complexities & areas where judgments by job-holder are vital}

Responsible for providing exceptional customer service including efficient and accurate transaction processing and be answerable and accountable.

Approvals {signatures in this section denote agreement to the job description}

Designation	Signature	Date
Job Holder		
Immediate supervisor		
Human Resources		