Job Title: Banking Officer	
Reports to	Section Manager/Branch Manager
Function:	Banking Officer is responsible for providing exceptional customer service including efficient and accurate transaction processing/authorizing of vouchers. Provide uninterrupted services to our customers.

Accountabilities/Responsibilities

1. Responsible for interacting with customers for all their banking related needs, to understand their requirements and provide solution(s).
2. Needs to ensure the regulatory, compliance requirements fulfilled, up selling, cross selling and providing superior customer service etc.
3. Communicate with Branch manager, other supervisors and appropriate staff personnel in order to integrate activities.
4. Provides timely report to the Branch Manager and other appropriate concerned individuals.
5. Drafts joint signatory (if required)/ Joint Custodian for ATM/ Cash (if required)
6. State book & draft control book checking.
7. Lien noting and customer enquiry
8. Process and authorize Payment of deceased A/c
9. Closing of transfer of SB A/c to Branches
10. A/c opening/Cash vouchers authorization
11. Bills & collections/Draft/RD/DD/SC & Voucher collection
12. Issue of SB cheque books
13. Correspondence - Stop payment/account opening/ GL Voucher verification
14. All outgoing & incoming TT, passing TT voucher & authorization, solving the problems of TT inquiries
15. All test checking/ ATM support/ User Support.
16. Responsible for error free Branch opening and/or closing.
17. Maintain highest level of confidentiality with all information obtained.
18. Perform as a team member in allocating and coordinating the work flow.
19. Contribute to the fulfillment of Branch, department and company objectives and goals.
20. Comply with Department and company policies, procedures and regulations.
21. Perform other duties as assigned by the Supervisor/Manager.
22. Key Performance Measures
23. 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.