

JOB DESCRIPTION

Job Title: Cashier/Financial Inclusion Officer

Location: Goldogob [1 position](#).

Reporting to: Business development manager.

Job Summary: Accurately and efficiently process and record routine transactions for bank customers including account opening, cashing checks, accepting deposits and withdrawals, processing payments and money transfers. Promote and advise on the bank's products and services to targeted market segment.

Key Responsibilities

- Receive and count working cash at beginning of shift
- Identify customers, validate customer information in the system
- Accept cash and checks for deposit and process cash/check withdrawals
- Perform services for customers such as ordering bank cards and checks or preparing statements
- Receive and verify payments from Islamic financing, Third party payments and utility bill payments
- Record all transactions promptly, accurately and in compliance with bank procedures
- Balance cash and checks in cash drawer at end of each shift
- Answer inquiries regarding current and savings accounts and other bank related products
- Attempt to resolve issues and problems with customer's accounts
- Initiate and open new accounts, disburse loans and collect repayments
- Explain, advise on and promote bank products and services to customers
- Develop a financial inclusion strategy and action plan targeted at specific market segments and implement
- Identify financially excluded groups of people and deliver practical interventions such as targeted campaigns
- Help customers develop skills to manage their finances and to access mainstream financial services
- Forge close links and work cohesively key partners/stakeholder to secure best outcome for clients/customers
- Increase current/potential customers' financial capability through education, awareness and motivation
- Identify referral opportunities and make relevant referrals
- Ensure compliance with all internal controls and established policies and procedures

Qualifications

- Bachelor's degree or equivalent required
- Minimum six months of experience in cash handling and customer service
- Strong clerical and processing skills
- Effective interpersonal/customer service skills
- Strong reading, writing and mathematical skills
- Ability to communicate clearly and effectively with customers and co-workers
- Ability to prioritize own workload effectively to ensure targets and deadlines are met
- Strong written and verbal communication skills
- Willingness to proactively cross-sell and up-sell financial products and services

Amal Bank is an equal opportunity employer and offers a competitive compensation package commensurate with qualifications and experience.

Please submit a detailed cover letter and résumé no later than September 03, 2017 to:
abdirahman.abshir@amalbankso.so