

# EXTERNAL ADVERTISEMENT VACANCY

## Processing Officer Sundry

Applications are invited from persons with suitable qualifications to fill the position of “**Processing Officer Sundry**” at **Republic Bank Limited, British Virgin Islands (BVI)**.

The Processing Officer is responsible for:

Contributing to the overall success of the Transaction Proof and Processing department. Ensuring specific individual goals, plans, initiatives are executed / delivered in support of the team's business strategies and objectives. Ensures all activities conducted are in compliance with governing regulations, internal policies and procedures.

### DUTIES AND RESPONSIBILITIES

#### **Customer: Service Improvement:**

- Ensures ongoing service improvement initiatives related to area of responsibility
- Proactively identify ways to improve service levels provided to the Branch Network
- Identify, develop and recommend changes that improve operating procedures
- Work with serviced transit to resolve issues/concerns identified
- Taking full responsibility for assigned customer and branch enquiries, and retrieves items from the various off sites and ensure boxes are labelled correctly and destruction is completed within Banks's and local regulations
- Maintaining the confidentiality of customers' information

#### **Manage the verification of the processing functions applicable to the unit:**

- Assist the Assistant Manager Transaction Proof and Processing ensuring that all application systems for which the department is responsible are in balance and processed daily.
- Ensure the accurate processing of the daily transactions processed on behalf of serviced transits
- Check/authorize transactions within approved limits.
- Prepare the Reconciliation Support Package reports daily.
- Overseeing the process flows within your department and ensuring all operating errors /exceptions are properly escalated and trended for prompt resolution.
- Ensure expense claims comply with bank policy & expenses are reported accurately for the serviced transits.
- Prepare and submit CAD checks for processing to the international settlement team.

#### **Financial: Maximize the efficiency of the department:**

- Contribute to the overall profitability of the Bank.
- Follow documented procedures and ensure work is controlled throughout the day to contribute to the efficient operation of the unit.
- Remain current and knowledgeable of the Bank products and ongoing initiatives.
- Proactively collaborate on identifying saving opportunities / cost reductions for the unit.

#### **Maintain strict adherence to security procedures by:**

- Maintaining all negotiable items, stamps, keys and passwords consigned to custody in accordance with Banking regulations and within assigned limits;
- Adhering to established Bank regulations and procedures within assigned authority and responsibility. Reporting any unusual occurrences or fraudulent activity to the supervisor.
- Other Duties as assigned.

The position requires:

- Preservation of the principle of independence through segregation of duties.
- A high standard of processing accuracy, efficient timely service to the Front Office/Internal and external counterparties, correspondent banks and any other key contacts.
- Independent execution of daily routine operations, escalating problem situations to the supervisor.

- Ability to conceptualize complex issues and clearly present recommendations in a clear concise format and manner.
- A highly motivated, proactive individual who has the ability to deal with new issues without precedent and make accurate recommendations quickly.
- High level of organizational, analytical and problem resolution skills.
- Must be able to foster harmonious working relationships and various departments.
- Must be flexible and able to adapt in a constantly changing work environment.
- Periodic supervision is provided by his/her supervisor with a view to ensure conformity to established and procedures.

**Education/Experience:**

- Thorough understanding of Phoenix, ECM, DSX & Cash Pro (A digital banking platform)
- Thorough knowledge of Bank regulations, policies, procedures and branch operations
- Good understanding of HR policies, procedures and practices
- Good communication skills and interpersonal skills
- Good organizational skills; analytical and problem resolution skills
- High School Diploma

**Behavioural Competencies:**

- **Customer Focus-** Put customers' needs first and take responsibility for matching those needs to available or customized services.
- **Communication-** You convey information and/or ideas concisely in ways that will be clearly understood.
- **Result Focus-** Manages time and schedules to maximize efficiency. You push yourself and your team to continuously achieve greater results.
- **Personal Development-** You consider short- and long-term career goals and takes appropriate action to develop yourself towards those goals.

- **Job Level: 4.1**

Your comprehensive resume and three (3) references should be received no later than August 2, 2024 to:

**Human Resources Department  
Republic Bank (British Virgin Islands) Limited**

**P.O. Box 434, Road Town  
Tortola, VG1110  
British Virgin Islands**

**Email: [marcia.creque-scatliffe@rfhl.com](mailto:marcia.creque-scatliffe@rfhl.com)**

**All applications received will be treated with the strictest of confidence. BV Islanders and Belongers will be given preference. We thank all interested applicants; however only shortlisted candidates will be contacted.**