

JOB ADVERT

About UBA

United Bank for Africa (UBA) is one of Africa's leading financial institutions, with operations in twenty (20) countries and three (3) global financial centers: London, Paris and New York. UBA has evolved into a Pan-African, provider of banking and related financial services through diverse channels globally. United Bank for Africa Uganda represents UBA's pioneer country activities in the East and Southern African sub-region. With a growing network of branches and ATMs across the country, the bank continues to expand the retail and corporate playing field in Uganda by delivering unique financial products and solutions.

JOB TITLE: TEAM MEMBER PROCESSING

REPORTS TO: BRANCH MANAGER

DEPARTMENT: OPERATIONS

DUTY STATION: ALL BRANCHES

JOB SUMMARY

- To ensure quality customer service delivery through the provision of efficient and effective branch operation, while ensuring conformity with the bank's laid down procedures/processes and regulatory guidelines.
- Provide overall leadership/direction at the branch level and continually enhance team performance to delight customers through excellent banking hall touch point experience.
- Manage operational risk issues that arise in daily activities at the branch level

DUTIES AND RESPONSIBILITIES

- Ensure effective/efficient implementation of bank-wide policies with respect to branch operations.
- Responsible for all customer services support-Non-Cash related Processing activities in the branch including Funds Transfer, Clearing etc.
- Ensure effective and timely service delivery to customers at all customer service unit
- Ensure efficient TAT in line with service level agreements
- Ensure timely and error –free processing
- Ensure prompt dispatch of caution notices
- Ensure timely balancing and execution of end of day procedures.
- Ensure Zero Regulatory Infraction
- Ensure Zero Fraud Tolerance / Error Rates
- Ensure effective utilization of physical assets at the Customer Service Support Unit
- Recommend Process Improvements as relates to Customer Service Support in a bid to ensure service efficiency and cost minimization.
- Handle custodial duties.
- Perform other duties as assigned.

JOB REQUIREMENTS

Education:

- A good first degree in any discipline.
- Atleast three years' experience in business banking/branch operations and have demonstrated the above skills and experience in a similar position.

Experience:

- Minimum of three (3) years' experience in Banking Operations

SKILL/COMPETENCIES

- Good knowledge and understanding of banking operations (domestic and international)
- Excellent customer service capabilities
- Good negotiation and conflict resolution skills
- Good Oral & Written communication skills
- Excellent administrative skills
- Good documentation and process management skills
- Capacity for absorbing and managing pressure
- High level of integrity/Sense of Responsibility
- Initiative /Proactive ness / Aggressiveness
- Entrepreneurship/ Taking ownership
- Analytical Skills/ Problem solving
- Self-Motivated/Drive
- Good Interpersonal Skills
- Team building
- Leadership / Influencing

HOW TO APPLY

All interested candidates should send CV, application letter and copies of academic certificates to **ubaugandahr@ubagroup.com** addressed to;

Head Human Capital
United Bank for Africa
Plot 2, Jinja Road
Kampala, Uganda.

Deadline for application 15th March, 2023.

