

# JOB ADVERT

## ABOUT UBA

United Bank for Africa (UBA) is one of Africa's leading financial institutions, with operations in twenty (20) countries and four (4) global financial centers: London, Paris, New York and Dubai. 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 commercial playing field in Uganda by delivering unique financial products and solutions. The bank is seeking to recruit the following highly motivated, competent, result oriented and dynamic professionals for the following positions;

<b>JOB TITLE:</b>	<b>CUSTOMER SERVICE MANAGER</b>
<b>DEPARTMENT/ UNIT:</b>	<b>OPERATIONS</b>
<b>REPORTS TO:</b>	<b>TEAM LEAD, BRANCH OPERATIONS</b>

## JOB OBJECTIVE(S)

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

## DUTIES & RESPONSIBILITIES

- Champion effective/efficient implementation of bank-wide policies with respect to branch operations in line with overall Bank policies.
- Conduct daily, weekly, and monthly as applicable GL Accounts proofs and review of aging items for timely resolution/reconciliation in line with GL Proof controls.
- Maintain strong, adequate and strict control awareness and adherence within the Branch for all bank products & processes (Including regulatory processes) and products to enable zero regulatory infractions, fraud tolerance and error rates within the Branch.
- Plan, coordinate, review and assess the activities of operations staff through day –to- day supervision & guidance, adequate allocation of resources, periodic trainings/meetings, performance reviews and feedback, motivation to enable staff productivity, efficient/timely service delivery to customers and achievement of the branch stated/set objectives.
- Authorize transactions within set approval limits and escalate those above approval limits to the Team Lead Branch Operations and COO.
- Supervise account opening process by ensuring complete documentation, prompt scanning of account mandates and tracking/follow-up on deferred documents in line with Account opening guidelines.
- Establish that Branch ATMs are functional at all times with timely escalation and resolution of faults as per ATM Management guidelines.
- Ascertain effective branch cash management with adherence to insurance limits, necessary approvals for excess, no cash outs, prompt evacuations in line with branch cash Management policy.
- Prepare and submit accurate, timely and periodic institutional and regulatory reports on Branch Operations in prescribed formats and intervals and submit to relevant stakeholders
- Maintain appropriate confidentiality and security of all customer transactional information and safety of customers and other bank branch assets as per the Bank's security guidelines

## JOB REQUIREMENTS

**Education:** A good first degree in any discipline.

**Experience:** A minimum of 5 years' experience in Banking Operations.

## KEY COMPETENCY REQUIREMENTS

### Knowledge

- o Good knowledge and understanding of banking operations
- o Good understanding of policy and regulatory guidelines.
- o Good appreciation of the operational, credit and regulatory risks facing the business.

### Skill/Competencies

- o Good knowledge and understanding banking operations
- o Excellent customer service capabilities
- o Good negotiation and conflict resolution skills
- o Good Oral & Written communication skills
- o Excellent administrative skills
- o Good documentation and process management skills
- o High level of integrity/Sense of Responsibility
- o Analytical Skills/ Problem solving
- o Good Interpersonal Skills
- o Leadership / Influencing

## HOW TO APPLY

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

**Head of Human Capital**

**United Bank for Africa**

**Plot 2, Jinja Road**

**Kampala, Uganda.**

**Deadline for applications is 20th May 2025.**

