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BANK OF BHUTAN

A dhi Company

Job Title: Banking Assistant	
Reports to	Branch Manager
Function:	Banking Assistant is responsible for providing exceptional customer service including efficient and accurate transaction processing.

Accountabilities/Responsibilities

1. Accept retail and/or commercial deposits, loan payments, process checking and account related withdrawals.
2. Receive checks and cash for deposit, verify amounts and check accuracy of deposit slips count daily inventories of cash, drafts, checks, etc.
3. Balance cash drawer in accordance with Bank procedures and regulations including periodic batching of cashed checks.
4. Assist in ordering, receiving, verifying, and distributing cash.
5. Carry out all Internal and external Remittance related transaction as per the policy and procedures.
6. Resolve problems or discrepancies concerning customers' accounts.
7. Answer customer queries and refer customers to the proper service area for issues that
8. cannot be resolved at the teller line.
9. Proper Sorting and filing of control reports and vouchers.
10. Process and maintain records of all customer accounts in line with KYC.
11. Compute correct financial fees, interest, and service charges.
12. Identify transaction mistakes when debits and credits do not balance.
13. Assist customers in accessing safety deposit boxes and safe custody articles.
14. Responsible for error free Branch opening and/or closing.
15. Maintain highest level of confidentiality with all information obtained.
16. Perform as a team member in allocating and coordinating the work flow.
17. Contribute to the fulfilment of Branch, Department and company objectives and goals.
18. Comply with Department and company policies, procedures and regulations.
19. Perform other duties as assigned by the Supervisor/Manager.

Key Performance Measures
1. 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.