



**TEACHERS SAVINGS AND LOAN SOCIETY LIMITED, THE LARGEST SAVINGS & LOAN SOCIETY
IN PNG & THE PACIFIC, INVITES APPLICATIONS FOR THE FOLLOWING POSITIONS:**

BRANCH MANAGER - KIUNGA

We are seeking to recruit a Branch Manager for our TISA Kiunga Branch. Reporting to the Manager, Branch Support, Retail Financial Services. The successful incumbent will be responsible for the management of the branch operations which includes management and control of loan provisions, savings products/services, membership, and debt collection services with the key focus on driving effective growth and sales, as well as efficient services to members within budget and regulatory guidelines.

Key Accountabilities:

- Oversee and monitor branch operations on an ongoing basis.
- Engage with branch staff and relevant functional divisions on a regular basis on operational matters, planning and quality control.
- Consult with Internal Audit on operational and compliance issues.
- Provide effective customer service and operational efficiency.
- Implement and review branch Quality Customer Service strategies and standards in alignment with organizational standards.
- Monitor compliance with lending policies and procedures.
- Branch supporting requirements.
- Staff management, training, and development.
- Implement Branch Safety and security framework.
- Establish SDAs with employers and submit PVS or Authority to Deduct Forms for collection of member's deductions to TISA.
- Control the operations of the branch ensuring branch is fully staffed, efficient service is provided to members/customers.
- Coordinate branch marketing programs and campaigns.
- Develop and implement customer strategies to identify new targets and grow share of existing customer base.
- Ensure full compliance with all lending and operational policies.
- Monitor branch sales targets and provide regular reports and recommendations on improvements to Head of Retail Financial Services via Branch Support.
- Enhance staff knowledge and skills through Training, Learning & Development.



Key Qualification, Experience and Requirements:

- Preferred Bachelor's Degree but Diploma in Banking & Finance or relevant business discipline qualification is acceptable. Post Graduate qualifications will be highly regarded.
- 5-7 years relevant experience in retail banking, preferably commercial banking experiences.
- In-depth knowledge of Commercial Banks Act & Regulations and its policies and procedures.
- Management experience including strong people management skills.
- Ability to maintain professional internal and external relationships that meet company core values.
- Proactively establish and maintain effective working team relationships with all key stakeholders.
- Well-developed communications skills (verbal/written/presentation).
- Excellent relationship and networking skills with internal & external stakeholders.
- Excellent working knowledge of lending within financial services and banking.
- Retail sales exposure with relevant experience in the implementation of effective sales and target achievement programs.
- Proficiency in a range of Microsoft applications (Word, Excel, Power Point, Access).
- Experience in the use of Retail Banking Systems is desirable.
- A Credit Union and or banking background with exposure in relevant Retail Banking system will be highly advantageous.

If interested, please submit your Expression of Interest, Updated Resume, copies of your Educational Qualification, References, valid Police Clearance and Medical Report to;

The Head of Human Resources
Teachers Savings & Loans Society
PO Box 319, Waigani National Capital District
Email: TISA.Recruitment@tisa.com.pg

Only shortlisted applicants will be contacted

Applications close at 4pm, Friday, 24 March 2023
