



WE ARE HIRING

E - CHANNEL OFFICER

Location | Port Moresby

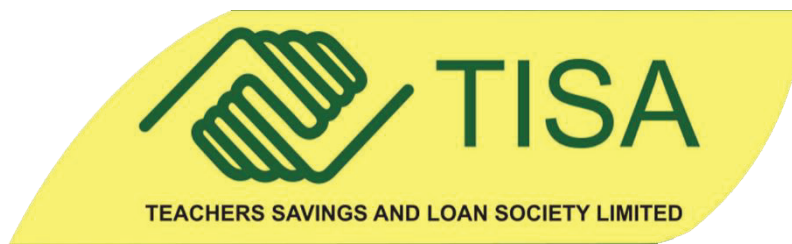
Qualifications | Minimum Diploma in Business Administration, Economics, Computer Science or related fields.

Experience | Minimum 3 years relevant experience preferably in the banking, or related industries.

Application Closes 4pm, Tuesday 21st November, 2023

For more information visit:
www.tisa.com.pg

Submit your Expression of Interest and Resume to:
TISA.Recruitment@tisa.com.pg



POSITION DESCRIPTION

BUSINESS UNIT: E-CHANNELS
JOB TITLE: E-CHANNELS OFFICER
TITLE OF SUPERVISOR: HEAD OF E-CHANNELS

ABOUT THE ROLE

Reporting to the Head of E-Channels; the E-Channels Officer is to provide exceptional customer service and support of electronic banking products and services to valued customers to achieve business growth in E-banking channels of distribution.

Key Accountabilities

- Provides end-to-end delivery of Yumi Cards and Pin Mailers in a timely manner at branch level.
- Ensures efficient and timely response of customer queries or issues relating to E-Banking products/services.
- Processes applications for Yumi Cards and Pins, Internet/Mobile Banking and other related E-Banking products/services.
- Attends to all Yumi card disputed transactions encountered via ATM or EFTPOS.
- Assists with processing of new Membership including verification of clients and system setup of Client Identification Files (CIFs) and related accounts.
- Helps customers with questions and issues relating to E-Banking products and services.
- Processes and submits customer issues to vendor technical support
- Acts as dual control in issuance of Yumi Card and PIN.
- Ensures full compliance with all policies, procedures, regulatory and any other standards
- Performs and produce daily reports.
- Conducts Training to both Staff and Clients for all E-Banking products and services.
- Markets and promotes the sale and usage of all E-Banking products and services within the Province/Branch.
- Undertakes other duties as directed by the E-Channel Manager.

General and Behavioural

- Ability to work under minimal pressure
- Excellent oral and written communication skills

- High level of creativity and innovation
- Good planning and organizational skills
- Excellent analytical skills
- Good problem solving and analysis
- Excellent relationship building and networking

Qualifications, Experiences & Competencies

- Diploma in Business Administration, Computer Science or Economics.
- Three years banking experience or equivalent combination of education and experience required.
- Familiarity with Internet, Internet browsers, and possess good working knowledge of MS-Office including Outlook, Excel, Word & Access and Microsoft Expression.
- Excellent interpersonal, written and oral communication skills.
- Innovative and creative thinking
- Build trust, value others, communicate effectively, drive execution, foster innovation, focus on the customer, collaborate with others, solve problems creatively and demonstrate high integrity.