



WE ARE HIRING



ELECTRONIC DATA PROCESSING (EDP) CLERK

Location | POPONDETTA

Qualifications | ▪ Grade 12 High School Certification, Diploma in Accounting or, and related Business qualifications is acceptable.

Experience | ▪ 3 years' experience in a similar position (Financial Data Entry).
▪ Knowledge of Savings & Loans Act & Regulations and relevant policies and procedures.

A full job description of this role can be found on our website <https://www.tisa.com.pg/about-us/careers/>

Successful candidates are to provide the following Pre-Employment Requirements;

1. COVID-19 Vaccination Card
2. Medical Examination Report (must be of current year)
3. Police Clearance (must be of current year)

Application Closes 4pm, Friday 12th January, 2024

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

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



Position Description

Position Details			
Job Title:	Electronic Data Processing (EDP) Clerk	Grade:	
Department:	Retail Financial Services	Division:	Branch Support (Network)
Job Family:	Financial Services		
Incumbent:			
Reports To:	Branch Manager		
Role Purpose:	Performs extensive data entry and clerical duties requiring incumbent to be computer literate and be acquainted with current data entry practices, policies and procedures.		
Major Areas of Responsibility and Key Performance Indicators (KPIs)			
Key Result Areas (KRAs)		Weighting (% out of 100)	Key Performance Indicators (KPIs)
1. Operations <ul style="list-style-type: none">Process daily funding disbursement of approved loan and withdrawal applicationsLiaise with Head Office and Banks on issues relating to the funds disbursement processMaintenance and enforcement of Clients’ data integrity through careful verification and processing of approved data entry formsDaily scanning and uploading of all paid applications, static data forms and miscellaneous operational documents onto the Retail Banking SystemDaily maintenance and proper upkeep of all Branch Registers in both soft and hard statesDaily registration, batching and boxing of all paid applications and miscellaneous operational documents for branch filing and archivingManagement to the Branch Manager and Records TeamPerform other duties as directed by the Branch Manager.		20%	<ul style="list-style-type: none">Efficient & effective branch funding disbursementsNo backlogs in Document Management tasksDisbursement issues are attended to and resolved within 48Hrs maximum.Accurate and updated member static data/CIFs on CBSNil or minimized risks/losses on loans/assets.Upskilled and knowledgeable staff.Participate in regular meetings with respective teams to discuss improvement plans and ensure that those plans are effectively implemented.Maintained IT Fixed Assets within the branch.Increased payroll deposits to Tisa.
2. Customer Service <ul style="list-style-type: none">Ensure that quality customer service is achieved and maintained		20%	<ul style="list-style-type: none">Maintain all services turnaround time of 48Hrs maximum.Promptly attend to customer complaint and resolved within standard time of 48Hrs.Provide superior customer service with no reworks/or wastagesSell/promote digital channel platforms to clients including external payrolls.Maintains effective communication with both internal and external customers and stakeholders.

3. Business Development <ul style="list-style-type: none"> Implement membership recruitment strategies Implement branch marketing programs & campaigns. implement sales programs & activities. 	15%	<ul style="list-style-type: none"> Growth in membership base by set target for the year. Growth in account opening by set target for the year Growth in executed targeted sales & marketing programs per year. Enhanced relationships with members/customers and new customer referrals.
4. Relationship Management <ul style="list-style-type: none"> Assist BM implement customer strategies to identify new targets and grow share of existing customer base Identify, grow and retain relationships with individuals and SMEs. Assist BM build and develop relationships with key government and business stakeholders in target markets established (e.g. government departments, statutory and regulatory authorities). 	15%	<ul style="list-style-type: none"> Growth in business relationships with individual, corporate houses, SMEs, government & industry stakeholders. Knowledgeable about industry trends and factors influencing policy and decision making within the business & industry. Adhere and drive processes that drive business growth.
5 Compliance <ul style="list-style-type: none"> Ensure all legislative and compliance requirements in areas of responsibility are completed to satisfaction of the various bodies concerned. Understand and enforce relevant policies and procedures and ensure appropriate control mechanisms are in place to mitigate possible risks to the business. Ensure full compliance with all lending and operational policies 	10%	<ul style="list-style-type: none"> Comply with internal controls to achieve improved audit ratings and mitigate operational losses. Nil or minimized risks and/or losses. Understand risks associated with all areas of compliance. manage and mitigate risks by ensuring policies and processes are being followed
6. Reporting <ul style="list-style-type: none"> Assist BM and prepare monthly reports on sales and operational activities of the retail branch for presentation and recommendations to the RFS management. 	10%	<ul style="list-style-type: none"> Accurate and timely reporting. Well maintained reports and databases Assist in the preparation of the annual budget for the Branch.
7. Continuous Improvement <ul style="list-style-type: none"> Implement policy and process improvement initiatives for improved efficiencies and maximized productivity. Ongoing documentation of policies, procedures, forms and tools. Enhance staff knowledge & skills through Training, Learning & Development. Improve knowledge of IT systems through training for maximum utilization & improved efficiencies. 	10%	<ul style="list-style-type: none"> Well versed with SOP and external regulations. Skilled and knowledgeable staff. Improved efficiencies in workflow processes and turnaround times. Maximum utilization of IT systems & applications for processing, reporting and records management.
Competencies		
<i>List the key competencies required of this role to fully deliver the role responsibilities and requirements.</i>		
<ul style="list-style-type: none"> Proven data entry experience in similar environment, Excellent attention to detail Results Driven and customer focused with the ability to drive change collaboratively High level of communication, planning, organization, analytical, problem-solving and decision-making skills Strong integrity and professionalism Excellent Team player Excellent customer service skills with proven results in strong customer loyalty Demonstrated track record of acquiring and managing portfolio of customers 		

<ul style="list-style-type: none"> Ability to build and leverage operational working relationships both externally and internally 			
Required Knowledge, Skills & Experience			
Qualifications <ul style="list-style-type: none"> Grade 12 High School Certification, Diploma in Accounting or, and related Business qualifications is acceptable. 3 years' experience in a similar position (Financial Data Entry). Knowledge of Savings & Loans Act & Regulations and relevant policies and procedures. 			
Required Experience <ul style="list-style-type: none"> 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 communication skills (verbal/written/presentation). Excellent relationship and networking skills with internal and external stakeholders. Excellent working knowledge of lending within financial services and banking. Proficiency in a range of Microsoft applications (Word, Excel, PowerPoint, 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. 			
Role Dimensions			
Budget (<i>Financial Budget for which this position has direct control</i>)		As stipulated in approved annual budget	
Customers (<i>State the different customers that this position deals with, both internal and external</i>)		<ul style="list-style-type: none"> Internal – Branch Managers and employees External - Society members, business contacts, government departments & statutory bodies 	
Decision-Making & Discretionary Authority/Recommendations			
<i>List the type of decisions and recommendations that this position has the authority to make as well as any discretionary powers.</i>			
<ul style="list-style-type: none"> Decisions and recommendations as per Society policy and discretionary approval authority. 			
Reporting Structure			
Reports To:		Branch Manager	
Dotted or Dual-line Report (If applicable):		N/A	
Reporting to this Position: <i>List the position titles, grade and number of other positions reporting to this position</i>			
Other Information			
<i>Provide other relevant information about the position.</i>			
Confirmation			
Incumbent's Signature:		Date:	
Manager's Signature:		Date:	

