



1. Wire Transfer Call Back

Locations: Absa House - ABT

Time type: Full time

Job requisition id: R-15966539

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Job Summary

- Call back being a CRITICAL control to the Operations process in payments to prevent the Bank with fraud, the job holder is responsible and accountable on performing effective call back and aligning with call back/payments policies and procedure
- The role holder is accountable on proactively identifying risks /fraud flags and applying relevant controls including timely escalations to the seniors, no tolerance to the negligence
- Responsible for making sure there is zero customer complaint caused by process delay, negligence and lack of commitment. Its job holder's duty to ensure payments SLA is adhered
- Ensure the job holder has appropriate swift knowledge and related system under payments including BOC, Pan African Morongwa and eBox.
- Be first line of support in processing customer payments and hold end to end ownership in service.
- Undertake regular and ad-hoc requests as requested and be accountable for the information provided
- To process cases as per policy and procedure parameters and adhere to delegated authority matrix and hence protect the bank from risks and frauds.

- Be responsible for delivering SLA's.
- Be customer oriented

Job Description

Main accountabilities and approximate time split

Receiving, assessing and verify payment instructions

Weighting 60%

- Perform call back to customers on their payment instructions/STOs as per call back procedure
- Manage Payments call back queue
- Ensure sufficient and relevant supporting documents are attached to payment instruction before releasing to the Checkers
- Maintain a good error free on customer's instructions before calling a customer.
- To analyse and process payments or escalate to supervisor within the stipulated turn-around time (TAT)
- Adhere to Absa IT policies, best practice standard policy and all relevant policies at all times when calling customers.
- Ensure 100% completion of snap checks allocated to you on due dates.
- Ensure adherence to SLAs and OLAs and any breach is escalated in a timely manner to the Payment Operations Manager.
- Ensure that quality reports on Call back hold and Call back pending Hold are shared daily and in a timely manner with valid reasons.
- Attend departmental meetings regularly and evidence for the same held.
- Effectively manage and resolve payment queries via phone, emails or swift message
- Perform Maker role on various payment systems
- Perform any other duty assigned by your Payment Operations Manager.
- Identify and suggest changes to enhance and improve processes and increase productivity.
- Perform daily reconciliation of accounts, includes TIPS system, and reconciliation reports.
- Perform EFT and cheques transactions and its reconciliations.
- Maintaining and reporting of regulatory transactions.
- exchange control requirements (Imports/Export documentation), TISS requirements (Timely settlement)
- manual fees & charges from different channels processed within the unit.

Governance, Control and Risk management

Weighting 25%

- Ensure that all activities and duties are carried out in full compliance with regulatory requirements, as per Operational risk standards and internal Absa Procedures and Policy Standards.
- Identify and mitigate risks in the Payment department at all times while calling and verifying Payment details.

- Ensure zero operational losses reported due to negligence
- Understand and manage risks and risk events (incidents) relevant to the role.
- Ensure that you seek for coaching and feedback time to time in order to develop risk knowledge in order to achieve expected understanding at the maximum.
- Ensure you manage the process, system and control effectively
- Achieve operational rigor excellence in all aspects of procedures and processes personally undertake to ensure satisfactory audit.
- Undertake snap checks accurately and timely as stipulated in the bank procedure manual.
- Ensure that all activities and duties are carried out in full compliance with regulatory requirements and internal Policies.

Operations Efficient

Weighting 15%

- Be cost conscious by supporting on minimization of overtime, stationery and other Operation costs.
- Gain more knowledge on swift world through knowledge sharing, attending workshop and improve the day to day activities
- Build strong relationship with both local and global stakeholders
- Provide cover for team leader as required and be a fast learner, doing wholeheartedly, communicating with passion and enthusiasm, embracing change as a way of working.
- Achieve individual and team targets for customer service targets (both internal and external)

Risk and Controls Objectives

- Manage risk and control effectively by applying applicable risk frameworks and embedding a positive risk culture
- Understanding of own role in the end to end processes in which you play a part, including applicable risks and controls.
- Adhere to ABSA policies and procedures applicable to own role, demonstrating sound judgement and responsible risk management.
- Report all risk events / incidents / issues using the defined process for your business area and help to understand why these happened and how to prevent them in future. Proactively look for ways to improve the control environment by considering what could go wrong in the processes you operate and how errors could be prevented.
- All mandatory training completed to deadline.

Technical skills / Competencies

Competencies & Skills

- Multi-skilled operationally
- Interpersonal relationship
- Problem Solving

- Quick thinker
- Computer Literate
- Sound communication skills
- Excellent attention to details
- Strong numeracy
- Product and process management skills.
- Understanding of customer needs
- Accurateness
- Quality and standards
- Results orientation
- Flexibility and adaptability
- Customer focus

Essential and preferred Experience

Essential

- Payment Process
- Fraud Prevention/Awareness
- Operational awareness
- Data privacy
- Proactive
- Time conscious
- Team player

Preferred

- Understand customer Service
- PC Skills including Keyboard skills
- Product knowledge Training

Absa Values

Absa's Values and Behaviours represent the set of standards which governs the actions of all of us who work for the bank and against which the performance of every one of us in Absa are being assessed and rewarded:

- Trust
- Resourceful
- Inclusion
- Courage
- Stewardship

Education

Further Education and Training Certificate (FETC): Business, Commerce and Management Studies
(Required)

To Apply, [CLICK HERE](#)

2. Customer Experience Executive

Locations: Absa House - ABT

Time type: Full time

Job requisition id: R-15966557

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Job Summary

Provide specialist advise and support for day-to-day work, in order to execute predefined objectives as per agreed standard operating procedures (SOPs). Selecting this role has a compensation & benefit impact in Kenya, Uganda, Botswana, Mozambique, TZ (BBT), TZ (NBC). Please contact Reward for details.

Job Description

Generate leads: Please contact your People Function business partner | : | : | : | : | : | :

Education

Higher Certificates and Advanced National (Vocational) Certificates: Business, Commerce and Management Studies (Required)

To Apply, [CLICK HERE](#)

3. Lead Generator

Locations: Viva Tower - ABT

Time type: Full time

Job requisition id: R-15966507

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Education

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(Required)

To Apply, [**CLICK HERE**](#)