

STAFF JOB DESCRIPTION

Job Title: GRADUATE CLERK.
Name of Incumbent: xxxxxxxxxxxxxxxx
Department: Operations and Service Delivery
Grade Level: Entry level.

1. JOB PURPOSE STATEMENT / POSITION OBJECTIVE

State briefly the principle purpose of the job, i.e. the reason for the existence of the job within the Organization.

To execute duties as an operation clerk that ensure that the day-to-day activities of the bank remain ongoing.

2. KEY RESPONSIBILITIES

State the end results the job is responsible for achieving, i.e. the end-outputs against which the incumbent's success in the job could be measured.

- Process daily cash collections and payments.
- Ensure cash is balanced daily and within the set time period.
- Daily completion of cash on hand register.
- Maintain assigned cash holding limits.
- Assist in preparation of cash bundles for repatriation.
- Submit and ensure cash transaction vouchers are authorized before system signoff.
- Filling of cash transaction vouchers.
- Receiving and posting outward and inward cheques.
- Processing and posting of bankers' cheques.
- Maintain the security and confidentiality of the company and customer information.
- Ensure high standards of customer service.
- Efficiently and promptly resolve customer queries.
- Keep abreast with new developments in the Banking industry e.g KYC
- Ensure proficiency with banking regulations (Banking Act,CBK Prudential Guidelines and KBA Regulations).

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- Any other duties assigned by my immediate supervisor.

3. POSITION DIMENSIONS

State the significant measures that will assist in determining the size and scope of the area of responsibility. These could be number of customer accounts, employees served, funds controlled, average daily/weekly tasks etc. Where actual values are not available, estimates should be made.

- Performing on average 80-100 transactions per day.
- Handling on average 1-20 million shillings per day.
- Handling Mpesa transactions.

4. MONETARY RESPONSIBILITY

If the job has responsibility over money, describe how, and the amount of money involved, over a specified time period, e.g. day, week, and month.

Handling cash transactions at the till and when transferring money to the vault.

5. WORKING RELATIONSHIPS

Describe the people you come into contact most frequently (use their job titles if possible) or how others depend on the job, or how the job is dependent upon others.

Internal

Entity	Relationship	Frequency
MEB Staff	Outstanding service delivery to clients	Daily
ICT department	System support to the entire bank network	Daily
Relationship Management	Thorough and detailed communication with the corporate team to serve customers better.	Daily
Administration	Stationery and equipment supply	When need be
External		
Bank Clients	Who come to the bank for banking services	Daily
Agents	Who are appointed by account holders to perform transactions on their behalf	Daily

6. KEY CHALLENGES/ANTICIPATED CHANGES

What are the key challenges/changes the incumbent will have to face internally or external?

- Flexibility and adaptability to change
- Maintain high efficiency at work to ensure customer retention.

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- Accuracy is key as lapses may lead to financial losses.
- Alertness on possibility of fraud and forgery.

7. WORKING CONDITIONS

Describe any significant special working conditions of the job, such as requirement to often work very late, exposure to noise etc.

- Working under pressure at times due to numerous tasks to be done and systems time off timelines.
- Working speed is essential.
- Concentration and focus for long hours.

8. REPORTING LINES

Job Title	
Next Level Manager	Head of Operations and Service Delivery
Immediate Manager	Assistant Branch Manager
The Position	Clearing/teller.

8. CANDIDATE SPECIFICATIONS

State the nature and duration of experience, skills and knowledge as well as the personal attributes required to perform this job.

EXPERIENCE	<ul style="list-style-type: none"> • Knowledge of basic Accounting. • Basic computer knowledge i.e. Word, Excel, PowerPoint • One-year previous experience preferred
SKILL & KNOWLEDGE	<ul style="list-style-type: none"> • University degree in business related field • Ability to work under pressure. • Work with speed and accuracy. • Ability to work for long hours with little or no break. •
PERSONAL ATTRIBUTES	<ul style="list-style-type: none"> • Good interpersonal skills • A team player • Ability to communicate effectively • Be a fast learner • Ability to work independently with minimum supervision.

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Sign off:

Job Holder-

Assistant Branch Manager

Head of Operations & service Delivery

Human Resources