

## **JOB DESCRIPTION**

<b>POSITION TITLE</b>	: Remittance Officer
<b>CATEGORY</b>	: Asst. Manager/ Manager1/ Manager2
<b>DEPARTMENT</b>	: Remittance Processing Cell
<b>REPORTS TO</b>	: Branch Manager, Cecil Street Branch
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<b>POSITION OBJECTIVE</b>	: Primarily accountable for the smooth functioning of the Remittance Processing Cell.
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### **Responsibilities**

- Overall responsibility of smooth functioning of the Remittance Processing Cell.
- Strong understanding of the process flow for each channel (Kiosk, Internet Banking, e-Remit and other partnerships, as applicable).
- Oversee day to day remittance transactions through alternate channels ensuring efficient and timely processing of payments.
- Work closely with IT / Operations team to ensure all alternate channels are processed within the stipulated TAT
- Monitor reconciliation of outstanding balances in Suspense Accounts.
- Verify and authorize transactions, Release of OFAC alerts, swift payments/messages pertaining to Alternate channel remittances.
- Attending to customers' remittance enquiries and following up internally on remittance transactions.
- Well versed with e-channels (INB and e-Remit) screens to be able to assist customers' queries via telephone.
- Aware of internal policies and process on blacklisted, deactivated customers and the requirements for activation. Clear understanding of the process for customers who call in for forget/lost User ID /Password for e-Channels.
- Ensure compliance with AML-CFT policy and responsible for transaction monitoring / attend to compliance queries on transaction monitoring alerts.
- Prepare reports (daily/monthly channel reports, management and statutory reports) on a timely basis.
- Act as a cover for Customer Service Manager as and when required.
- Participation in U.A.T. requirements and new project implementation as and when required.
- To be updated on changes related to AML-CFT/KYC/CDD requirements.
- Supporting, contributing, promoting and driving technology initiatives like Internet applications, mobile applications, etc. towards promoting customer convenience and service excellence

- The employee should comply and strictly adhere SMM guidelines in place.
- The employee should ensure adherence to the Code of conduct and the Code of ethics stipulated by the Bank.

### **Others**

- The client relationship management in respect of the Corporate Ship Management companies for bulk remittance.
- Business knowledge: Remittance processing, e-NETS/SWIFT/RTGS.

### **POSITION REQUIREMENTS**

#### **1) Qualification**

- A recognized degree preferably in banking & finance or equivalent.

#### **2) Experience**

##### **I. Years**

- 5 years of Remittance processing experience desirable.
- Good knowledge of Swift and MEPS systems

##### **II. Specific type**

- Experience preferably in financial industry.

#### **3) Knowledge**

- Remittances / Payments Processing,
- SWIFT/RTGS and Retail Banking products.

#### **4) Competency/Skills**

- Excellent telephonic etiquettes and communication skills.
- A record of confidence in dealing with customers over telephone.
- Independent, meticulous and able to work with minimum supervision.