

## VACANCY

### ENQUIRIES CLERK - OVERPORT

#### CORE PURPOSE OF THE JOB

To attend to all general enquiries from all walk in clients and to direct them to the appropriate consultants in our continued efforts to deliver excellent client services at the Bank

#### MAIN FUNCTIONS OF THE JOB INCLUDE:

##### Administration

- Processes all premature withdrawal requests
- Files all new clients information into well-structured files indicating the relevant information
- Completes visitors register as and when required
- Controls Branch complaint register

##### Enquiries

- Distributes PIN numbers for online banking to the correct clients
- Provides statements such as IT3B at the request of client's
- Attends to daily online registration for selected clients
- Ensures correct completion of all documentation taken in at enquiry counter

##### Customer Service

- Develops constructive and cooperative working relationship with clients, and maintains them over time
- Ensures that clients queries are attended to within 48 hours
- Participates in Cross sales of Bank products when the opportunity arises
- Makes sure that sufficient product brochures are available in the banking hall at all times and updated as and when necessary
- Manages client queues and ensuring that all clients' needs are undertaken in a timely manner.

## **QUALIFICATIONS**

- Minimum - Matric / Certificate in Banking or Administration.

## **PREFERRED EXPERIENCE**

- Minimum of 2 years' experience in a similar position

## **KNOWLEDGE**

- Microsoft Office
- Banking systems

## **SKILLS REQUIRED**

- Accuracy and attention to detail
- Documentation Control
- Quality Assurance
- Communication (verbal and written)
- Professional
- Confidentiality
- Friendly
- Proficient in Microsoft office

Kindly forward your CV to [hr@albaraka.co.za](mailto:hr@albaraka.co.za)