

EXECUTIVE – ACCOUNT SERVICES

Carrying out service requirements for the account services unit in Shared Services effectively and efficiently providing the best internal customer service with minimum operational risk and turn branches to give their customers a better service.

THE JOB

- **Checking and authorizing of all mandates / documents received in line with SLAs.**
- **Continuous improvement of the quality of service of the unit by providing suggestions.**
- **Maintain the service levels agreed with the respective business lines.**
- **Complete transactions according to processing procedures, Exchange control regulations and other regulatory guidelines.**
- **Ensure established controls are not deviated and properly communicated to new staff.**
- **Ensure efficient service for internal customers and take immediate actions to solve their queries, complaints and issues.**
- **Ensure smooth operation of mandate scanning and archiving project.**

THE PERSON

- **Full or part qualification in Banking, Finance or any other relevant professional qualification.**
- **Possess around 5 years 'of work experience in Banking.**
- **Excellent interpersonal and communication skills.**
- **Ability to pay attention to detail and be accurate.**
- **Possess time management skills.**

Please login to <https://www.ndbbank.com/careers> to apply on or before 25th September 2024

We will correspond only with the shortlisted applicants

"We are an equal opportunity Employer"



Vice President Human Resources