

Position: Branch Operations Supervisor
Division: Business Division

Required Qualification & Experience:

Graduate preferably B. Com/ Postgraduate degree preferably M. Com / MBA in Marketing, Finance or Economics or equivalent from an HEC recognized university with minimum 3 years of experience of Branch Banking Operations with reputable Bank(s).

Main Duties & Responsibilities:

- Handling of all Branch operations related activities on daily basis to ensure seamless operations and also execution of daily tasks.
- Effective monitoring of cash management, security stationery, safe custody Lockers and ATM operations by undertaking financial and non-financial transactions within assigned limits and authorities as per internal & regulatory requirements.
- Manage/Handle customer queries/complaints regarding operations for resolution in an effective as well as efficient manner, depending upon the nature of complaints.
- To ensure and maintain customer relationship with the Bank by supporting business team.
- Ensure proper external/internal controls and checks are not compromise during routine transactions and other working of branch.
- Daily review of branch GL controls heads for balancing.
- Any other job assigned by the Line Manger/Divisional Head.
- Ensure time by Submission of data/reports required by line manager/RO/HO.
- Ensure satisfied customer services to all Client.