



JOB SPECIFICATIONS

OFFICER (MARKETING)

Job ref: G3/O(M)

Qualification and Experience

Holder of a recognized degree in Marketing with a minimum of 5 years' relevant experience in Sales and Marketing in a banking/financial institution.

Key duties & responsibilities

1. Plan and organize day to day activities of Marketing Department;
2. Marketing of financial services and products;
3. Create and monitor Marketing Plan for the Bank;
4. Constant analysis of the market and create a brand visibility;
5. Assist in all marketing functions and activities of marketing at operational level;
6. Liaise with marketing agencies;
7. Promotion of Bank's products and provision of customer services;
8. Prepare and analyze sales and marketing reports
9. Participate in outdoor marketing activities;
10. Carry out customers surveys and prepare customers feedback reports;
11. Any other related duties as may be assigned by Management.

Competencies/Skills

1. Exceptional customer service and marketing skills;
2. Good analytical, communication and interpersonal skills;
3. Leadership, persuasiveness and planning skill;
4. Ability to meet deadlines.

JOB SPECIFICATIONS

OFFICER (PUBLIC RELATIONS)

Job ref: G3/O(PR)

Qualification and Experience

Holder of a recognized degree in Communication and Public Relations with a minimum of 5 years' relevant experience.

Key duties & responsibilities

1. Assist in all public relations duties and liaise with the Bank's clients;
2. Assess and analyze customer feedback forms and report;
3. Attend to queries and handle customers and public complaints;
4. Guide and provide assistance to visitors and members of the public;
5. Assist management in communications and public relations;
6. Read daily newspapers and keep management informed of matters concerning the Bank;
7. Liaise with the public authorities and regulatory institutions when necessary;
8. Organise events and road shows,
9. Create a brand visibility for the Bank's products and services;
10. Assist in all marketing functions and activities of marketing at operational level;
11. Participate in outdoor marketing activities;
12. Any other related duties as may be assigned by Management.

Competencies/Skills

1. Computer literate and familiar with the latest office tools
2. Excellent verbal and written communication skills;
3. Exceptional customer service and marketing skills;
4. Good analytical, communication and interpersonal skills;
5. Leadership, persuasiveness and planning skill;
6. Ability to meet deadlines.

JOB SPECIFICATIONS

MANAGER (ACCOUNTS)

Job ref: G2/M(A)

Qualifications & Experience

Associate Member of the Institute of Chartered Accountants or an Associate Member of the Association of Certified Chartered Accountants or an alternative equivalent acceptable qualification with a minimum of 5 years experience in a similar post.

Key duties & responsibilities

1. To be responsible for the day-to-day running of the Accounts Department;
2. To prepare periodic / annual Budget and monthly Management Accounts;
3. To prepare and certify financial statements for presentation to Management, Board, shareholders, statutory and other bodies;
4. To ensure that the Bank, at all times, adopts best accounting practices and complies with all statutory requirements and guidelines from regulatory bodies;
5. To advise Management regarding financial matters;
To be responsible for the supervision and training of subordinate staff;
6. To advise on tax issues;
7. To prepare profit forecasts;
8. To prepare cash flow statements;
9. Any other related duties as may be assigned by Management.

Competencies/Skills

1. Well versed in Accounting principles (Financial Accounting)
2. Good knowledge of IFRS, IAS and Financial Techniques;
3. Sound knowledge of Banking and Company Acts, Bank of Mauritius Guidelines, Finance Act, Corporate Tax and VAT Act;
4. Good knowledge of banking products.
5. Strong leadership and people management skills;
6. Strong analytical skills;



JOB SPECIFICATIONS

OFFICER (BRANCH OPERATIONS)

Job ref: G3/O(BO)

Qualifications and Experience

Degree in Banking/Accounting/Commerce/Marketing or an alternative equivalent acceptable qualification with a minimum of 5 years' experience in a similar post.

Key duties & responsibilities

1. To plan, organise and manage the functions and operations of the Branch;
2. To assume responsibility for daily allocation of tasks to subordinate staff, monitor progress and ensure that tasks are performed in accordance with standard and established procedures and within targets;
3. To verify data input on system and ensure correctness;
4. To report all AML/CFT matters, including issuing of suspicious transaction reports to the MLRO;
5. To perform marketing duties including outdoor sales;
6. To analyse customers' demands and take appropriate measures to meet customers' expectations
7. To provide customer care and service and attend to customer needs and complaints
8. To verify cash and cheques collection by teller at closure of banking hours;
9. To examine loan applications and to assess and recommend for approval
10. To maintain records and statistics as may be required
11. To supervise and train subordinate staff
12. To maintain team spirit and motivate staff for improved productivity;
13. Any other related duties as may be assigned by Management

Competencies/Skills

1. Leadership, persuasiveness and planning skill;
2. Ability to exercise initiative and judgment in the performance of assigned tasks;
3. Computer literate and familiar with the latest office tools;
4. Good interpersonal and communication skills;
5. Ability to use modern office equipment;
6. Organisation, supervisory and planning skills;

JOB SPECIFICATIONS

OFFICER (INTERNAL AUDIT)

Job ref: G3/O(IA)

Qualifications and Experience

Certified Internal Auditor or alternative equivalent acceptable qualification with a minimum of 5 years' relevant experience in the field.

Key duties & responsibilities

1. To independently and objectively examine, evaluate and report on the adequacy of internal control system;
2. To report on the maintenance of proper and adequate accounting and other books and records;
3. To ensure financial statements and reports are accurate and in compliance with all applicable legal requirements and accounting standards;
4. To ensure that the Bank is, at all times, complying with all statutory requirements and guidelines issued by regulatory bodies;
5. To assist Management in the pursuit of value for money through the economic, efficient and effective use of resources;
6. To carry out regular audits and special assignments;
7. Any other related duties as may be assigned by Management.

Competencies/Skills

1. Leadership, persuasiveness and planning skill;
2. Ability to exercise initiative and judgment in the performance of assigned tasks;
3. Computer literate and familiar with the latest office tools;
4. Good interpersonal and communication skills.
5. Ability to use modern office equipment
6. Organisation, supervisory and planning skills



JOB SPECIFICATIONS

OFFICER (CORPORATE BANKING)

Job ref: G3/O(CB)

Qualifications and Experience

Degree in Banking/Accounting/Commerce/Marketing or an alternative acceptable equivalent qualification with a minimum of 5 years in Corporate Credit in a banking/financial institution

Key duties & responsibilities

1. Customer relationship management;
2. Manage all aspects of the credit department;
3. Market the credit products of the Bank and identify potential clients;
4. Credit and financial analysis with special emphasis on the risks elements of proposals;
5. Assess loan requests and credit applications;
6. Appraise, analyse and recommend the approval of loans and credit applications after ensuring conformity to existing guidelines & prudential norms prescribed by Bank of Mauritius and Bank's own circular & policies;
7. Prepare credit documents setting out the terms and conditions;
8. Any other related duties as may be assigned by Management.

Competencies/Skills

1. Ability to achieve budgeted goals and set targets;
2. Ability to lead and motivate staff;
3. Ability to maintain good working relationship with staff;
4. Ability to be proactive and ability to work under pressure;
5. Ability to meet deadlines and adapt to fluctuating requirements and situations;
6. Leadership, persuasiveness and planning skills;
7. Ability to exercise initiative and judgment in the performance of assigned tasks;
8. Computer literate and familiar with the latest office tools;
9. Good communication skills;