


Manager - Remittances

 Closing Date: 20th March 2023

Job Profile

- Assist VP – Branch Operations & Compliance in preparing the remittances strategy and marketing plan
- Monitor the monthly performance and preparation of the monthly reports to be presented to the management
- To ensure regular correspondence with the existing overseas partners with a view of strengthening the relationship to sustain the business progression
- To ensure due diligence / AML / compliance regulations are met in terms of the entire partner network and agents' dealing activities are done in par with market rates with the support of the Treasury
- continuously monitor the competitor activities in local/ overseas markets (new tie ups/ business expansions etc.) and come up with the strategies to address and overcome any threats in the highly competitive market
- To enter into new tie ups with overseas exchange houses / money transfer companies
- To work closely with the Legal Department in signing the agreements and other related documents safeguarding the bank's interest
- To manage the overseas representatives of the bank (both freelance and our own staff members placed as BPOs in overseas countries)
- Overall responsible for smooth API integration projects between MTOs' systems & bank's NMT
- To prepare all process documents related to the remittance business including user manuals if any
- To adhere to the current and future CBSL guidelines if any with regard to the remittance business (e.g. all new remittance agreements to be sent to CBSL within 2 weeks)
- Carry out necessary training sessions to branch staff and other supporting departments and to initiate promotions to assist branches to increase remittances as well as cross sell for remittance customers

Special Skills

- Outgoing personality with high levels of inter-personal & multi- skills
- Exposure to Relationship Management
- Planning & Organizing skills
- Sales and Service
- Overseas exposure and being multi-lingual will be added advantages

Experience & Qualifications

- 7 years experience in a Bank /Financial institution out of which 4 years at Assistant Manager level with experience in sales with exposure to marketing or relationship management
- A degree or Full/Part Qualification