

Officer- Cash Management Services

Be responsible for the Service delivery of the payment transaction inquiries of Corporate (Wholesale Banking) Clients. Ensuring all payment related enquiries received via telephone / email/Fax are attended to, resolved within agreed timelines as per the SLA. Ensuring execution & end to end follow up on all payment transactions received via manual channels and promotes same for online channels.

THE JOB

- **Handle all payment transactions - SLIPS, CEFTS, RTGS, Pay orders, internal transfers, third party payments, pertaining to the clients of the assigned Wholesale Banking RM teams.**
- **Act as the conduit between the Operations team and the clients on transaction requests with insufficient details and where additional information is required.**
- **Promote digital channels for transactions**
- **Support Capital Market transactions by liaising with the leading Registrars & Arrangers in the industry and with the officials of Colombo Stock Exchange (CSE) in order to ensure smooth completion of deals.**
- **Adhere to all internal policies and procedures set out & adhere to internal audit requirements**
- **To delight clients with exceptional service to ensure repeat transactions – enhance revenue & Cross-sell bank's products and services**
- **High quality of Client Services to WB clients & Back-up for each other where required**

THE PERSON

- **Qualified in Banking, Finance or possess an equivalent professional qualification**
- **Completion of Banking Exams will be an added advantage**
- **At least 2 years' experience in banking in a leading financial institution**
- **Experience in client services & payment processing field will be an added advantage**
- **Possess excellent interpersonal and communication skills**
- **Proficiency in MS Office suite of applications such as Excel, Word and PPT.**
- **Sound knowledge of banks products, procedures and services**

Position is at Banking Associate, Senior Banking Associate and Junior Executive level
Please login to <https://www.ndbbank.com/careers> to apply on or before 20th January 2024.

We will correspond only with the shortlisted applicants
"We are an equal opportunity Employer"



The future is banking on us

Vice President Human Resources