

# 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 18th April 2024.

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



Vice President Human Resources