



## Career Opportunities at Bank Bic Namibia Ltd.

Suitably qualified and highly motivated candidates are invited to apply for the following position.

### **E-CHANNELS ADMINISTRATOR WINDHOEK**

Bank Bic is looking for an **E-Channels Administrator** reporting directly to the Operations Manager:

#### **Job Purpose**

To monitor and maintain the CARD payment and process stream and to further identify and resolve and/or address any/all related queries and problems to ensure the smooth flow and processing of information and its compliance with all related Service Level Agreements.

#### **Key Responsibilities**

- Monitoring EFT and Cards systems (CMS, CHG)
- EFT's - SOD/EOD monitoring
- BiCNET monitoring
- Card ordering and stock control
- Processing of incoming and outgoing files from Namclear
- Reconciliation of unmatched accounts for Cards and EFT
- Trace uncleared transactions found in Cards and EFT payment stream
- Daily operation of the CMS system (preparing and loading of Card batch)
- Oversee workflow and process in implementation, future transactions and clearing controls of Cards
- Ensure all internal controls are being followed
- Responsible for EFT and Card testing/analysis
- Compile monthly stats
- Ensure EFT and Card SLA's are met and carried out daily
- Be aware of and report irregular transactions
- Responsible for control systems (Bank routers; Card Access Points, Branch Access Point, Transaction Hub)
- Act as a central hub to bank and customers ensuring an efficient and reliable helpdesk service

#### **Education & Experience Requirements**

- Tertiary qualification in banking with specific knowledge of EFT and Cards operation System monitoring
- 5 years Banking experience
- Knowledge of both VISA and Mastercard schemes
- Experience in using Edit Package and Mastercom
- Excellent communication skills in English
- Experience in all aspects of operations and Payment settlement systems
- CMS experience will be an advantage
- Namibian Citizen

#### **Core Behavioural Competencies**

- Independent decision making
- Leadership Skills
- Attention to detail
- Organisational Skills
- Analytical thinker
- Problem Solver
- Assertive and Observant
- Must be able to work after hours and over weekends

Applications accompanied by a detailed CV (which must include a career outline to date) should be forward to: [hresources@bankbic.no](mailto:hresources@bankbic.no). The email subject must illustrate the role the applicant is applyin for. PLEASE NOTE: Only shortlisted candidates will be contacted. All applicants are subject to ITC and reference checks.

**Closing date: 30 October 2020**