



Career Opportunities at Bank Bic Namibia Ltd.

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

CHANNELS SUPPORT ADMINISTRATOR WINDHOEK

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: hrresources@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: 22 July 2022