

Job: Operations Officer, Kakuma Branch

Position: Operations Officer

Branch: Kakuma Branch

Department: Operations

Reports To: Branch Manager

Location: Kakuma, Turkana County

Job Summary:

The Operations Officer at Kakuma Branch of The Kenya Bankers plays a critical role in ensuring the smooth and efficient daily operations of the branch. This position is responsible for overseeing various operational tasks, managing staff, maintaining records, and upholding compliance with Sacco policies and regulatory guidelines.

Key Responsibilities:

Operational Management:

1. **Supervision:** Supervise and manage day-to-day branch operations, including cash handling, teller activities, and member service.
2. **Compliance:** Ensure that all operational processes comply with Sacco policies, regulatory requirements, and industry best practices.
3. **Security:** Implement and maintain security protocols to safeguard the branch's assets and staff safety.

Staff Supervision:

4. **Team Management:** Supervise and provide leadership to branch staff, including tellers and clerks.
5. **Training:** Identify staff training needs and coordinate training programs to enhance operational skills and knowledge.
6. **Performance Appraisals:** Conduct performance evaluations for branch staff and provide feedback and coaching.

Customer Service:

7. **Member Engagement:** Ensure exceptional member service and address inquiries and concerns promptly.
8. **Member Education:** Promote financial literacy and educate members about Sacco products and services.

Documentation and Records:

9. **Records Maintenance:** Maintain accurate records of branch transactions and operations.
10. **Documentation:** Ensure all branch documentation, reports, and records are organized and up-to-date.

Cash Management:

11. **Cash Handling:** Oversee cash handling processes, including cash drawer balancing and vault management.
12. **Currency Exchange:** Manage foreign currency exchange operations.

Reports and Compliance:

13. **Reporting:** Prepare and submit regular reports on branch operations, compliance, and security.
14. **Compliance:** Ensure full compliance with Sacco policies, regulatory requirements, and industry standards.

Qualifications and Skills:

- Bachelor's degree in finance, business, or a related field is preferred.
- Previous experience in branch operations, including cash handling and staff supervision.
- Strong leadership, communication, and interpersonal skills.
- Knowledge of Sacco operations, financial regulations, and best practices.
- Attention to detail and accuracy in record-keeping.
- Proficiency in using computers and financial software.
- High ethical standards, integrity, and commitment to security and compliance.
- Fluency in Kiswahili, Arabic, French will be an added advantage.
- Understanding of Islamic finance and Islamic banking principles will be an added advantage.

Working Conditions:

- The job is typically performed in the Kakuma Branch during regular business hours.
- May require standing, lifting, and other physical tasks related to cash handling.

Closing Date - 31/10/2023

Send cv and application letter to hr@kenyabankers.coop. The subject should be the job role