

Job: FOSA Teller at Kakuma Branch

Position: FOSA Teller

Branch: Kakuma Branch

Department: FOSA - Front Office Service Activity

Reports To: Branch Manager

Location: Kakuma, Turkana County

Job Summary:

The FOSA (Front Office Service Activity) Teller at Kakuma Branch plays a crucial role in providing frontline financial services to members of The Kenya Bankers DT Sacco. This position is responsible for conducting various financial transactions efficiently, maintaining high service standards, and ensuring compliance with Sacco policies and regulatory guidelines.

Key Responsibilities:

1. **Customer Service:**
 - Greet members and provide courteous, prompt, and efficient service.
 - Address member inquiries, offering information about Sacco products and services.
 - Promote cross-selling of Sacco products to meet members' financial needs.
2. **Cash Handling:**
 - Accurately and securely process member transactions, including deposits, withdrawals, and loan payments.
 - Maintain a balanced cash drawer throughout the workday.
 - Verify and count cash, ensuring accuracy in all transactions.
3. **Transaction Verification:**
 - Review and verify the accuracy of transactions to prevent errors and fraud.
 - Report any discrepancies or suspicious activities to the Branch Manager.
4. **Compliance:**
 - Ensure full compliance with Sacco regulations, policies, and relevant financial industry regulations.
 - Follow anti-money laundering (AML) and know-your-customer (KYC) procedures diligently.
5. **Documentation and Reporting:**
 - Maintain organized records of daily transactions.
 - Prepare and submit daily, weekly, and monthly transaction reports as required.
6. **Currency Exchange:**
 - Exchange foreign currencies as necessary, keeping up-to-date with exchange rates and complying with relevant laws and regulations.
7. **Security:**
 - Follow security protocols to safeguard Sacco assets and ensure the safety of members and staff.
8. **Education and Training:**
 - Stay informed about Sacco products, industry trends, and financial regulations through continuous learning and training.

Qualifications and Skills:

- High school diploma or equivalent; a degree in finance or a related field is a plus.
- Previous experience as a teller or in a similar customer service role in a financial institution is preferred.
- Strong mathematical and numerical skills.

- Excellent communication and interpersonal skills.
- Attention to detail and accuracy.
- Knowledge of Sacco procedures and financial regulations.
- Ability to handle and count cash accurately.
- Proficiency in using computers and financial software.
- Customer-focused with a commitment to providing exceptional service.
- Strong ethics, integrity, and adherence to security and compliance protocols.

Working Conditions:

- The job is typically performed in a Sacco branch during regular business hours.
- May require standing for extended periods and the ability to lift and carry currency bags.
- Exposure to confidential and sensitive financial information necessitates a high level of integrity and confidentiality.

Closing Date - 31/10/2023

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