



MANAGER OPERATIONS KCB SUDAN JOB REF NO.KCBS02/2010

Job Purpose:

Reporting to the Branch Manager, the Manager Operations will provide Operations support at the Branch by executing Banking operations activities in order to offer world-class customer service whilst also managing the accompanying Operational Risk.

Key Responsibilities

The major responsibilities of this position include: -

- Customer satisfaction through operational effectiveness and efficiencies
- Managing operational risk
- Compliance to controls
- Manage custody of assets in the branch
- Staff development and performance management
- Adequate manning of Front office positions for cash and non cash tellers and ensure proper cash management at the spoke
- Endeavour to maintain and grow the Customer Base.
- Ensure adherence to Bank procedures and regulations to reduce frauds and forgeries

Experience/Qualification

The successful applicants should have the following minimum qualifications: -

- University Degree preferably a Business related degree. Possession of a professional/postgraduate qualification will be added advantage
- Have at least 3 years experience in General Bank operations e.g. Savings Bank, Current Accounts, and Cash Management as a Section Head. Those with management experience will have an added advantage
- Credit analysis is an added advantage
- Operational Risk Management
- Strong Leadership skills
- Excellent interpersonal skills

The above positions are demanding roles and the bank will provide a competitive package for the successful candidates. If you believe you can clearly demonstrate your abilities to meet the criteria given above, please submit your application with a detailed CV, stating your **current position, remuneration level, e-mail address and telephone contacts** quoting the respective job title or job reference number in the subject field to recruitment@kcb.co.ke. To be considered your application must be received by 5th February 2010. Only short listed candidates will be contacted.