



JOB OPPORTUNITIES – TONGA DEVELOPMENT BANK

We are looking for new talents!

The Tonga Development Team is looking for dynamic and self starting individuals to fill the following positions;

Electronic Banking Support Officer

Post Title: Electronic Banking Support Officer (**1 position**). The position reports to the Manager Operations, Head Office, Nuku'alofa.

Responsibilities and Duties

The Primary Role of the Electronic Banking Support Officer are;

1. Business Management

- a. Responsible for processing daily IB applications.
- b. Assist with customers to provide and process information in response to inquiries, concerns and request about IB products and services.
- c. Accurately process and record call transactions and emails enquiries.
- d. Output Checking. Check daily IB transactions that accounts details are correct and transactions are accurately posted to correct account.
- e. Check that Fund Transfer/Payment transactions are within daily limits and attend to customer requirement in excess daily limits.
- f. Report any suspicious transactions, unauthorized limits transactions to Manager Operation and CFO.
- g. Communicate recurring or serious issues to Manager Operations and CEO.
- h. Carrying out other tasks and participating in other projects as assigned.

2. Customer Services.

- a. Ensure good customer service standards are upheld at all times and good relationship maintained with Senior Management, Staff and customers ie Accuracy of information, timeliness of service delivery.
- b. Able to offer alternative solutions where appropriate with the objectives of retaining customers' and clients business.
- c. Provide timely response and resolution of customer's issues relative to Internet banking.

3. Continuous development and improvements

- a. Advising Manager Operations of any relevant information with regards to client activity or market events.
- b. Recommends viable solutions to improve customer service and response.

4. Policy Compliance

- a. Comply with the Bank's IB Policies, standard processes, standard operating procedures and instructions at all times.

Requirements

- Diploma in Accounting and Finance and at least 2-3 years of relevant working experience.

Placed at: **Salary Band 8** of the TDB Band Structure (**TOP 16,320 per annum – TOP 24,480 per annum**). Entry level will base on experience and qualification.

Procedure

- You can collect and fill in TDB employment application form at the Head Office at Nuku'alofa and submit it with relevant references (as stated on the form) to the front desk at Head Office OR apply through our website www.tdb.to
- Applications to be addressed to: Chief Executive Officer , Tonga Development Bank, Fatafehi Road, Nuku'alofa

Deadline: Friday 19th August, 2022, 4pm