



JOIN TONGA DEVELOPMENT BANK – SHAPE THE FUTURE OF BANKING IN TONGA

Applications are invited from suitably qualified and experienced candidates for the position of Customer Service & Data Input Officer New Zealand, based at the Tonga Development Bank Head Office.

Customer Service & Data Input Officer – ‘Ave Pa’anga Pau (APP) Division

Applications are invited from suitably qualified and experienced candidates for the position of Customer Service & Data Input Officer New Zealand, within the ‘Ave Pa’anga Pau (APP) Division, Tonga Development Bank.

Role Purpose

The Customer Service & Data Input Officer is responsible for providing efficient frontline customer service to APP customers (local and overseas, including New Zealand and Australia) and ensuring accurate and timely data entry of APP transactions. The role also supports the registration and maintenance of customer records in the CYMONZ system.

Key Responsibilities

- Provide frontline customer service via counter, email, Facebook, and online platforms, including handling customer enquiries and requests (accounts, internet banking, RSE loans).
- Register customers in CYMONZ and process payment journals in Xero and transaction batches in Ultracs.
- Support customers with APP systems, internet banking, and RSE-related forms and training activities.
- Ensure compliance with AML/CFT requirements through proper customer identification and documentation.
- Assist the APP Supervisor with daily operational duties and other assigned tasks.

Key Attributes & Skills

- Strong customer service and communication skills.
- High level of accuracy and attention to detail.
- Ability to work under pressure and meet strict deadlines.
- Good teamwork, reliability, and adaptability.
- Basic computer literacy and ability to learn multiple systems quickly.

Qualifications

- Diploma or Bachelor’s degree in Business, Banking, Finance, Administration, or related field.
- Previous experience in customer service or banking operations will be an advantage.

Remuneration: This position is classified at Band 9, with a salary range of TOP\$17,878 – \$26,817per annum, depending on qualifications and experience.

Benefits include staff loans, retirement fund scheme, and professional development opportunities.

Application Process : Interested applicants are required to submit their applications through their respective Managers or directly to the Human Resources Division.

Closing Date: Friday, 5 June 2026 at 4:00pm

