

POSITION DESCRIPTION

Kina Bank

AM3765 - Merchant Support Officer

Kina Bank was established in Papua New Guinea in 1985 as a diversified financial services company. Listed on the Australian and Port Moresby Stock Exchanges, Kina Bank is the fastest growing bank in PNG. As a strong, secure, dynamic business, we are expanding our teams to create more jobs for Papua New Guineans.

Working for Kina Bank means you'll be part of something exceptional. We're different from other banks because we believe that strong relationships are at the heart of everything we do.

Kina Bank is inviting exceptional candidates to apply for the role of:

MERCHANT SUPPORT OFFICER (MULTIPLE POSITIONS)

The role assists in the delivery of superior customer service experience and high service levels, with minimal impact to the merchants. The officer must ensure to focus on increased productivity through good coordination and collaboration amongst team members to build a 'Successful Team'.

Key Responsibilities:

- Asset Register management for Merchant devices
- Stock inventory procurement and management of POS Terminals, SIMs and tally rolls
- Merchant application and system load form management
- Merchant and Terminal ID records
- Configuration of POS terminals
- End to end POS functionality testing
- Deploy merchant stationery and equipment
- Provide technical support to the merchants during business hours and after hours
- Logging and monitoring progress of Merchant helpdesk issues
- Preparation of internal reports
- Implement Merchant fraud control, monitoring and internal reporting requirements
- Update and maintained specific regulatory reports.

Expected Competencies:

- Tertiary qualification with comprehensive knowledge of the General Banking, Electronic Banking Products and Services including interrelated Information Technology systems such as Graphical User Interface (GUI)
- Minimum 3 years` experience in a banking or financial services industry
- Excellent Interpersonal skills, effective communication and presentation skills
- Problem solving and structured analysis skills
- Attention to detail with good planning & organizing ability
- Customer service orientation and team work
- Ability to work flexible hours when business needs arise and to work under pressure
- Very good knowledge of Microsoft Excel, Word and Projects
- Adaptability and ownership
- Act with honesty, integrity, due skill, care and diligence.

Applications close cob Friday 24th May 2019

To apply for this position:

- Download and complete the Application Form from <http://www.vanguardpng.com>.
- Email the application to recruitment@vanguard.com.pg together with a copy of your CV in MS Word format.

Note: Do not include copies of any other documents. You will be asked to provide the originals of certificates etc if you are selected for Interview