

## JOB DESCRIPTION

### Term Deposit Supervisor

#### Purpose

The Term Deposit Supervisor is a supervisor role within the Finance team. The role has the following core functions:

1. Attend to all term deposit clients, face to face, telephone and email enquiries
2. Opening of new accounts in compliance with existing policies and procedures.
3. Ensure all withdrawals are processed correctly with correct authority (signatures), bank account details, and contact details
4. Balance total value of all term deposit certificates with the total value on finPOWER reports daily.
5. Increase the level of TD's by soliciting new customers and convincing existing customers to re-invest.
6. Ensure compliance with AML/CTF regulations and FinCorp policies.
7. Efficient filing and scanning of records.
8. Attend to internal/external audit request for TD confirmations.
9. Conduct annual customer due diligence reporting for high risk customers.

#### Role Dimensions

Reports to:	Chief Finance Officer (CFO)
Department:	Finance
Job Level:	T1
Location:	Head Office, Port Moresby
Direct Reports:	TBC

#### Person Specifications

- Grade 12/Secretarial or other tertiary qualification.
- Demonstrated quality customer service including ability to motivate and encourage staff to work in a team environment.
- Competent in the use of computer software such as Microsoft Word & Excel.
- Excellent written and oral communication skills.

#### Core Competencies

- Professional with strong integrity and confidentiality.
- Analytical thinker with the ability to solve problems without many referrals.
- Cost conscious and profit focused.
- Quality orientated with the ability to do work without many referrals.
- Well organised standardised work style and the ability to priorities and manage time.
- Sound interpersonal skills and interpersonal sensitivity.
- Sound planning, organisation and problem-solving capabilities.
- Level-headed, resilient and calm under pressure.
- Good level of verbal and written communications skills with the ability to deliver with confidence and empathy.
- Understanding of current financial environment and future changes or developments that may impact FinCorp's business.

- High level of accuracy and attention to detail.
- Ability to deal with ambiguity, have a “can do” work ethic and high energy level.
- Understanding of PNG environment or ability to adapt and apply learnings.

### Leadership Competencies

- Lead by example and motivate and encourage staff to achieve targets whilst remaining empathetic and professional.
- Priority setting and delegation as appropriate.
- Lead and influence others, including those that are not direct reports, managing upwards as necessary.

## Role Specific Areas of Responsibility

### Report Preparation & Verification

- Ensure the printing of TD daily reports first thing before any transaction is taken up. End of month reports to be printed first day of each month after the above report is printed.
- Balance total value of all IBD certificates with the total value on FINPOWER report monthly/quarterly/yearly.
- Verify all IBD Reports for correctness.
- Ensures report correctness is produced by the system by doing sample checks.
- Provide information to Management of any discrepancy in the report or any possible fraudulent activities based on the report.
- Provide daily reports on large transaction K100,000.00 and above to CEO and CFO before 12.00pm.
- Attend to external auditors and IBD accounts confirmations.

<b>IBD Processing/ Document Filing</b>	<ul style="list-style-type: none"> <li>• Attend to all IBD clients both internal and external, face to face, telephone and email enquiries.</li> <li>• Open new accounts in terms of existing policies and procedures.</li> <li>• Print a maturity report listing for the next day and prepare all IBD files, ready to action.</li> <li>• Go through the files the next day to sort out large amount (K100,000.00 and above) and small ones (less than K100,000.00) for withdrawals/rollovers/new deposits, additional deposits and special instructions.</li> <li>• Negotiate and attend to large IBD's by obtaining new IBD rates from CEO, notify both new and existing for rollovers via email, follow up by phone if no response received before 12noon.</li> <li>• Ensure to follow the KYC (Know Your Customer) policy.</li> <li>• Prepares IBD certificates for new deposits and rollovers within 8 hours upon receipt of instructions.</li> <li>• Maintain register on all certificates issued.</li> <li>• Calculate correct interest rates for payment to customers IBD.</li> <li>• Prepare partial and full withdrawal, prior to and on maturity, in terms of existing policy and procedures.</li> <li>• Attend to all transaction for new, top-up/ partial &amp; full withdrawals, rollovers for the day, print IBD certificates, same time on every IBD transaction processed for OSGM's signature.</li> <li>• Prepare maintenance of value and non-value items.</li> </ul>
<b>Payment Disbursement</b>	<ul style="list-style-type: none"> <li>• Ensure all withdrawals are processed correctly with correct Authority (signatures), bank account details, confirming with commercial banks for new bank account.</li> <li>• Print Bank Export Report for disbursement.</li> <li>• Ensure all disbursements are supported by proper documentation.</li> <li>• Advise OSGM to export IBD payments after processing is run and check to ensure all transactions and bank details are correct before bank export is done and upload to online payment.</li> <li>• Maintains a master copy of bank account details of all depositors.</li> <li>• Ensures IBDs are paid to the correct bank account.</li> <li>• Ensure batch is uploaded, approved and authorised by concerned authorities.</li> </ul>
<b>Business Development</b>	<ul style="list-style-type: none"> <li>• Contribute to IBD's growth by soliciting new customers and convincing existing customers to invest new funds.</li> <li>• Ensure Investment retention.</li> </ul>
<b>Leadership &amp; People Management</b>	<ul style="list-style-type: none"> <li>• Ensure Fincorp's HR policies and procedures are adhered to, clearly communicated and supported.</li> <li>• Demonstrate and promote teamwork, respect and personal and professional mentoring of staff.</li> <li>• Ensure external and internal clients are treated with high respect and professionalism.</li> <li>• Provide support, guidance, training and motivate team members to maximise their performance levels.</li> <li>• It is the responsibility of each employee of FinCorp, as well as relevant adjunct business partners, to adhere to the ISMS Policy.</li> </ul>

