

**POSITION: RECONCILIATIONS & REVENUE ASSURANCE OFFICER**

**DEPARTMENT: FINANCE**

**REPORTS TO: MANAGER, RECONCILIATIONS & REVENUE ASSURANCE**

### **JOB PURPOSE STATEMENT**

To support the functions of the Reconciliations & Revenue Assurance unit by ensuring timely and accurate reconciliation of all suspense accounts across the CBA group. The role also supports in identifying revenue leakages and sealing any leakage points

### **KEY RESPONSIBILITIES**

- Principal assistant to the Unit manager by providing leadership of the unit, to facilitate a conducive work environment and employee satisfaction as well as staff competence
- Daily review of all reconciliation reports done to ensure standards are adhered to across the group.
- Ensure completeness and accuracy of reconciliations across all suspense accounts in the group.
- Consistency in meeting reconciliations standards or benchmarks.
- Adequacy of personal competence to effectively perform reconciliation tasks.
- Prevention of exposures to and impact of operational risks associated with all suspense accounts.
- Consistency in adherence to and application of established policies, processes, procedures and tools to achieve optimal efficiency.
- Support in Analysis of Actual Vs Expected revenue from top transactional revenue lines.
- Assist to seal loop holes in various processes such as incorrect pricing, operational inefficiencies, missing transactions, un-priced transactions and uncollected revenues.
- Ensure that debits in P&L are monitored on a daily basis and any exceptions escalated.
- Monitoring and reporting operational losses in nostros and other suspense accounts such CBK penalties and unnecessary charges. Ensure all debits to accounts are explained on the first day of reconciliation.
- Identify losses in processes by suggesting and implementing improvements to the existing controls, procedures and systems to bolster fraud prevention.
- Ensuring that the bank doesn't incur losses through internal, Nostro & swift charges and timely follow up of all outstanding funds on Nostro accounts.

### **COMPETENCE REQUIREMENTS**

- Make best use of available resources to achieve desired results, especially departmental objectives.
- Keep track of progress on tasks and projects against plans.
- Build contingencies and risk management plans to allow for unexpected events.
- Originate action rather than waiting for others to do so.
- Takes action to improve progress without prompting.

- Identifies the root causes of problems and explore a range of possible solutions.
- Makes timely decisions based on reliable sources of information.
- Seeks and obtains the views of others where appropriate to assist in making objective decisions
- Presents ideas in a clear and concise manner when communicating.
- Responds to objections raised in a considerate and convincing manner
- Checks to ensure that information has been understood.
- Demonstrates an understanding on how key business issues affect the profitability of CBA.
- Recognizes the commercial implication of different courses of action.
- Demonstrates an understanding of the market which the bank operates.
- Ensure that operating standards for the reconciliations and revenue assurance Unit are observed and adhered to.
- Broad knowledge of banking operations, procedures and processes as well as the banks products
- Ability to reconcile accounts and produce quality results.
- Providing support leadership of the unit, to facilitate a conducive work environment and employee satisfaction as well as staff competence

#### **QUALIFICATIONS AND EXPERIENCE REQUIREMENTS**

- University Degree in Business related studies or equivalent.-minimum Upper second or GPA 3.0
- At least Four years' experience in banking operations, with specific experience in internal accounts reconciliations.
- Practical experience in using relevant MS Office applications and ACL or similar data analysis tools including Intellimatch
- General banking product knowledge
- At least one year in a supervisory role
- CPA or equivalent professional qualification will be an added advantage.
- A working knowledge of a bank's operating systems, controls and general banking knowledge