



VACANCY ANNOUNCEMENT

PostBank Uganda Ltd is a government owned bank regulated by Bank of Uganda under the Financial Institutions Act, 2004. The bank focuses on the mass market with operations spread across the country. The bank is growing and expanding its operations, hence creating job opportunities for qualified persons to fill the positions below

1.Senior Manager E-banking

Function: Business Technology

Reports to: Head Business Technology

Role: Responsible for day to day Operations of all Electronic Services (ATMs, Mobile Phone Banking, Retail and Corporate Internet Banking, Remittance transaction growth, e-Tax Revenue growth, Cash Point Deployment (POS) & Cash Point Performance Monitoring, e-Services monitoring, Timely reconciliation and champion the e-product innovations)

Purpose of the role:

Responsible for the Growth and sustainability of Non-Interest Income (NII) through effective supervision of the e-Banking Manager and Manager Remittance while ensuring conformance to bank set policies and procedures and standards

Key Result Areas

- Deliver the e-Banking strategy for the Bank's corporate and retail banking clients.
- Ensure that all product and program activities fully align with the defined strategy for the Interactive e-channels
- Ensure the bank's global competitiveness through effective implementation and management of interactive channels.
- Ensure 24 hours Service Availability of all e-products and services.
- Responsible the growth of Western Union and Money Gram Sub-Agents
- Responsible for the growth and performance of Cash Points (PoS/Phone)
- Ensure ATM, Mobile Money, Mobile Phone Banking, Internet Banking and remittance reconciliation is done in a timely manner and up to date
- Responsible for the development and Implementation of the bank electronic banking products
- Implement an adequate complaints management framework including capturing, tracking, follow-up, complaint resolution satisfaction and reporting across the network in line with internal set service standards and BOU consumer protection guidelines.
- Periodically carry out product knowledge sessions for the bank staff in an effort to boost their ability to efficiently resolve customer queries.
- Identify performance gaps in service delivery and recommend corrective measures and staff development to Head Business Technology
- Responsible for Performance Management for staff in the E-Banking Section.
- Support branches and ensure compliance and resolution of any identified audit issue(s) in the area of e-banking.

- Accountable for mystery shopping initiatives to improve service levels for adequate customer satisfaction/excellence
- Management of Vendors and Suppliers of e-services and products not limited to USSD, cross boarder transaction switches, aggregators, mobile apps and internal switching services/ Linkage banking.
- Responsible for evaluation and establishment of connection/interface to international networks, e.g. EMV, Union Pay etc.
- Responsible for the management of Card Center operations and innovations.
- Preparation of Monthly/Regular Reports and Updated to Head Business Technology

Minimum requirements

- University degree in (Computer Science, Business Administration, Economics and Statistics)
 - At least 5 years' experience and above at a managerial or supervisory level in a related field and in supervising staff, including managing e-commerce platforms
 - Excellent understanding of markets trends and customer needs (Commercial and Corporate)
 - High level of business acumen and commercial awareness, together with a sound knowledge of the full range of e- banking transaction products and/or e-commerce
 - Experienced project/program manager with relationship management skills and/or industry product specialist
 - Strong interpersonal oral and communication skills
 - Strong team player, Creativity and innovation
 - Good grasp of the bank's products and processes
 - Knowledge of organizational structure, work flow and operational procedures
 - Good business acumen
 - Proactive approach to work with a high level of maturity and self-drive
 - Highly level of integrity and ethical standards
 - Knowledge of excellent customer service standards
 - Excellent telephone etiquette
 - Willing to Supervise Banking services 24/7