

SO-MGR, Branch Service Manager - Operations Officer(Sibu Branch Operations)

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Company: United Overseas Bank

Location: Sibu

Category: office-and-administrative-support

SO-MGR, Branch Service Manager - Operations Officer(Sibu Branch Operations)

Posting Date: 24-May-2023 Location:

Sibu, Sarawak, MY

Company: United Overseas Bank (Malaysia) Bhd

About UOB

United Overseas Bank Limited (UOB) is a leading bank in Asia with a global network of more than 500 branches and offices in 19 countries and territories in Asia Pacific, Europe and North America. In Asia, we operate through our head office in Singapore and banking subsidiaries in China, Indonesia, Malaysia and Thailand, as well as branches and offices. Our history spans more than 80 years. Over this time, we have been guided by our values — Honorable, Enterprising, United and Committed. This means we always strive to do what is right, build for the future, work as one team and pursue long-term success. It is how we work, consistently, be it towards the company, our colleagues or our customers.

About the Department

The **Channels & Digitalization** function enables end-to-end seamless connectivity for UOB customers across all physical and digital touchpoints of the Bank. Designed to be in tune with our customers' banking preferences, we strive to enhance engagement and deliver exemplary experiences across our network of branches, self-service machines and digital platforms. We collaborate with FinTech ecosystem partners to keep abreast of developments in the FinTech innovation space and to embed ourselves in our customers' lives. We also harness customer insights to help us deliver new business models and digital innovations, and to

build deeper relationships with our customers.

Job Responsibilities

Responsible for ensuring the smooth running of daily branch operations which include front line supervision and authorisation of banking transactions through a robust branch sales and service floor management.

Manages staff performance and development, providing coaching / mentoring / guidance and training.

Maintains a high standard of operational control / audit compliance.

Provides efficient service in meeting customers' banking needs.

Works together as a team in achieving sales targets / initiatives.

Responsible for ensuring timely submission of regulatory reporting.

Complies with the Bank's policies, guidelines and regulations at all times.

Maintains good relationship with internal / external stakeholders.

Job Requirements

A recognised Degree in any field.

Minimum 2 years of working experience in branch operations.

Demonstrates personal leadership by being positive under any circumstances.

Good empathy, interpersonal & communication skills (communicate clearly & confidently).

Passionate about Customer Service & delivering superior experience to customers.

Good problem-solving & critical thinking skills.

Possesses knowledge of process, products & services.

Energetic, self-motivated & work under minimal supervision.

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