



Stanbic Bank
South Sudan

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| Job Description Name: | Clients Service Consultant |
| Recommended Position Title: | Teller/Clients services Consultant |
| Countries applicable to: | South Sudan |
| Job Opening: August 14, 2025. | Job Closing: 2nd, Sept 2025. |
| Main Purpose of the Job | |
| <p>Attend to customer queries, hand up cheque books, transaction cards (e.g. ATM, Credit Cards), Statements and other mails to customers. Identify customer needs and cross sell Bank products, where necessary. Migrate to more appropriate channels or segments clients upon positive identification of the Customer's needs. Understand and manage the risks associated with handing up and control of cheque books, transaction cards and customer statements. Maintain a high level of integrity and ethical standards. Pay and Receive cash in line with laid down procedure with ZERO error rate.</p> | |
| Key Responsibilities/Accountabilities | |
| Customer service | |
| <ul style="list-style-type: none">• Attend to customers promptly and migrate clients to a more appropriate, cost-effective channel.• Proactively Cross sell products and services in line with the sales targets given.• Initiate steps to resolve problems affecting customer service timeously.• Referring queries that cannot be resolved within the Customer Problem Resolution time frame to the appropriate department.• Ensure high 5 process is always adhered to. | |
| Legislative compliance | |
| <ul style="list-style-type: none">• Complete disclosure to the customers in terms of accreditation, service fees, and commission. | |
| Cheque books and transactions cards | |
| <ul style="list-style-type: none">• Hand up cheque books and transaction cards according to laid-down procedures. | |
| Risk management | |
| <ul style="list-style-type: none">• Ensure that cheque books, ATMs and Credit cards etc are sufficiently safeguarded against unnecessary and preventable loss.• Ensure that all the required controls are in place to minimize the risks associated with handling of collect statements and confidential customer information.• Ensure that the Net Operational Losses to be contained within 1% of Gross Income• Ensure Zero Repeat Unsatisfactory Audit Ratings• Ensure Zero Overdue Audit Action Items Over 30 Days• Know Your Customer (KYC) Compliance for both Legacy and New Accounts at 98%• Ensure that the Mandatory Compliance Training to be Completed in Full• Achieve leave utilization of 100%• Ensure Daily reconciliation of Bank instruments• Ensure Limited destruction and 100% collections of bank instruments• Zero tolerance on reworked instructions• Ensure Payment instructions are forwarded to OPS in timely manner. (Target 15 Minutes)• Ensured proper housekeeping of records.• Daily average transactions of 50.• Zero teller difference | |
| Compliance, AML, and Sanction matters. | |



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- Responsible for the implementation and adoption (within Branch, Department or Section) of all Compliance, Anti-Money Laundering and Sanctions related requirements contained in policies, procedures and processes. This includes the consideration and approval of PEP on-boarding and continued business engagement in instances where no adverse information is available.

Key Performance Measures

- Queuing times within agreed standards due to prompt service.
- Risk management and compliance procedures adhered to.
- Up-to-date knowledge of all new products and developments to existing products.
- Customers successfully migrated to more appropriate and cost-effective channels.
- Leads generated lead to the acquisition of profitable business.
- Minimized operating losses due to effective risk management.
- Satisfied and well-informed customers, duty of care tests, mystery shopper.
- Ensure duty of care in undertaken on all instructions received.

Important Relationship

- Required to assist walk-in customers.
- Good working relationships required with Asset Custodian/SSO, branch management and staff.
- Good working relationships with AOS, inward/Outward SWIFT, DVCU and other Head Office Units

Problem Solving Planning and Decision-Making skills

Problem solving and decision making

- Work within laid-down policy, procedures, system parameters and internal controls.
- Able to deal with a diversity of routine support problems using judgment and discretion.
- Resourceful, find practical ways to deal with work volumes efficiently while remaining focused on priority issues.
- Refer problems falling outside parameters to the team leader for resolution.
- Able to take the initiative within limits of authority.

Planning

- Planning is generally on a daily to weekly basis within regular activity cycles.

Key Skills, Knowledge, Experience and Personal Competencies

Skills and knowledge

- Sound knowledge of laid-down policies and procedures relating to customer service.
- Sound knowledge of banking products/services and the procedures underpinning them.
- Knowledge of the Code of Banking Practice.
- Knowledge of the new Delivery System as it relates to enquiries.
- Knowledge of Managing Local Market sales principles.
- Basic knowledge of the functions of the various departments within the branch.
- Attendance of relevant SBSA training courses, e.g. communication, sales skills.
- Knowledge of the Financial Advisory and Intermediary Services Act.
- Requirements of the Financial Advisory and Intermediary Services Act.

Experience

- 2– 3 Years branch banking experience, with exposure to customer service.

Recommended Minimum Qualifications

Education Level

- Degree holder from a recognized University (min – 2nd class upper or equivalent).





Professional Qualifications

- Banking examinations desirable.

How to apply

Interested and qualified candidates can send their applications through Smart Recruiters.

Follow the link to send : [Standard Bank Group Consultant, Client Service | SmartRecruiters](#)

You can drop your hardcopies applications at Stanbic Bank in West Yat building along Airport Road.

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