

JOB POSTING REQUEST FORM

Job Details

Reference #	CP-17-2021
Company Name	OMT
Industry	Financial Services
Vacancy	Teller
Job Type (<i>FT, PT, Contractual, Seasonal</i>)	Full Time Employment
Major(s)	Management, Accounting, Finance
Degree	University Degree
Years of Experience	Fresh Grad to 5 years of experience
Location	Depends on Branch in need
Remuneration & Benefits	NSSF and Transportation
Currency (LBP, Dollar, Lollar)	Dollar and Lollar
Tasks & Responsibilities	<p>Cash management & transactions processing</p> <ul style="list-style-type: none"> -Maintains and ensures cash safety and availability according to predefined limits at all times. Ensures processing customers' transactions and money transfers effectively -Balances cash drawers in accordance with OMT procedures and regulations and coordinates with colleagues regarding cash replenishments -Balances currency in cash drawers and calculates daily transactions; Generates statement of account and compares physical counted money to the system daily balance -Pays out money after verifying information provided for sending/receiving money and that written and numerical amounts agree -Verifies other information such as dates, sender/receiver's names, identification of the persons receiving payments and the legality of the documents presented -Processes & records transactions, generates receipts and signs them with customer -Informs customers about foreign currency regulations and computes transaction fees for currency exchanges -Collects, archives and sends all receipts and necessary documents provided by customers to OMT head office

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Customer Service Excellence

- Provides and sustains high customer service quality by building positive relationship with customers and by promoting OMT services
- Greets and serves customers ensuring highest standards of customer service
- Ensures all promotional items are well displayed and in a good condition
- Explains, promotes, sells/cross-sells OMT products & services such as prepaid cards, post-paid lines and other services; advises customers when needed
- Represents OMT in a manner that maintains and expands positive relations with all customers, potential customers and co-workers
- Reports customers' feedback & claims on any OMT service

Knowledge & Teaming

- Maintains and expands knowledge in OMT services and operating model; uses knowledge to handle new situations
- Understands the roles of OMT departments and functions
- Exhibits politeness and patience when dealing with conflict and difficult situations at the branch
- Interacts effectively with the team and people of all levels
- Reaches out to help others