CAREER OPPORTUNITY

'' POS/ ATM/ WEB Operations Sr. Officer ''

Join the fastest growing bank in Rwanda, Apply Now

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www.cogebanque.co.rw

I. ABOUT US

Cogebanque (Compagnie Générale de Banque Plc) is a Rwanda based commercial bank, licensed by the National Bank of Rwanda. It started operations in 1999.

It is one of the fastest growing banks in Rwanda and today has 28 branches, over 600 agents, and 36 ATMs across the country. These are supported by Mobile banking (USSD on *505# and Mobile App "Coge mBank"), Cards (Mastercards & Smart cash) and internet banking delivery channels accessible through different media.

Cogebanque has been serving Rwandan industries for over 22 years with innovative services to its customers and has positively impacted the Rwandan economy.

Cogebanque provides a comprehensive range of products and services targeted at corporate, SMEs and retail customers.

Mission

To create, maintain, and enhance shareholder value by providing unrivaled financial solutions to our customer.

Vision

To be a financial center of excellance and a leading provider of innovative financial solutions in Rwanda.

Values

Excellence, Integrity, Innovation, Teamwork, Flexibility, Open Communication, Accountability and Customer orientation

II. WHAT OPPORTUNITIES DO WE HAVE FOR YOU?

At Cogebanque we believe our Employees are the bridge to achieving our business development goals and creating sustainable social and economic change in our society. We make it our priority to ensure their growth and comfort while working with the Bank.

Apart from organizing frequent trainings, career building sessions and team building workshops for our Employees, we facilitate you to enjoy our wide range of services and products at favorable terms that ultimately could help you achieve your personal goals.

In the view of the above, Cogebanque Plc is looking Internal & External for inspired innovators, self-driven and highly creative personalities to collaborate with the Bank in taking it to the next level of success. If you feel you have what it takes, we would like to hear from you by applying for the below position/s.

If the position described below speaks to you, send us your application via email at jobvacancies@cogebank.com by or before 26th November 2021 marking the subject as "The Job You Are Applying for". i.e. ***''POS/ ATM/ WEB Operations Sr. Officer''***

Job Title and requirements	Job responsibilities
POS/ ATM/ WEB Operations Sr. Officer **Grade: Senior Officer** **Job summary** **Position Summary:** Responsible for recruiting POS merchants as per assigned KPIs and provide training and reports to POS merchants **JOB REQUIREMENT** - A Bachelor's degree in Information Technology, Computer Science, Business Computing or related field. - At least 2 years' Banking experience preferably in alternative channels - Good IT Knowledge - Experience in managing and implementing projects and at a supervisory level - Ability to work under minimal supervision - Excellent oral and written communication - High level of creativity and innovation - Good planning and organisation skills - Excellent analytical skills - Good problem solving and analysis - Excellent relationship building and networking	**Key Responsibilities:** **POS maintenance** - Configure POS on the system and ensure that they are configured on the right merchants and accounts. - To monitor all Bank POS network and ensure an uptime of at least 99% - Support merchant in their daily POS reconciliation **ATM maintenance** - Schedule and supervise preventive ATM maintenance - Monitor ATMs and inform custodians so that they can take appropriate action - Retrieve dispute documents as requested by the relevant departments - Provide daily/weekly and monthly reports for internet and mobile banking, and Mobile Wallet usage and subscription - Provide weekly ATM uptime report to BNR **Internet Banking/Mobile Wallet** - Register corporate customer on internet banking - Configure internet and Mobile banking/Mobile Wallet users in branch and provided them with training and support to ensure that they can register customers smoothly - Address all issues related to internet banking by working closely with internet banking/Mobile Wallet vendor ;