



Join Wanfuteng Bank Vanuatu to help customers become better off.  
We are currently hiring for the following position based in Port Vila, Vanuatu, Oceania

## Operations and Market Support

### Summary Objective

Responsible for the myriad of operational activities of the bank, ensuring delivery of reliable, quality and timely services to customers in collaboration with the Operations team and Front-Line teams. The position is responsible for international and domestic payments, Markets support, Account Opening, Reconciliation of different internal accounts and processing of journals.

### Key Responsibilities

- Collaborating with other departments to Improve on customer service, minimize losses, increase revenue or identify opportunities for growth
- Perform compliance, regulatory and documentary checks for applications/journals as per approved documented processes & procedures in place and best practices in the stipulated timeframe.
- Daily management of Treasury trading desk. [Exchange rate setting, Treasury deals, Deposits and Placements, Inter Bank Deals, Reports and Risk management]
- Maintain a high level of process quality and consistency in processing, ensuring all details inserted on the system against the appropriate forms/journals ensuring 100% accuracy.
- Processing responsibility for ensuring Integrity, accuracy and completeness of all operational processes and transactions [International and domestic payments, Treasury Markets support, Account Opening, amendments or closures, Reconciliation of different internal accounts and processing of journals.]
- Ensure quality and completeness of all forms and documentation as per current bank and regulatory requirements and guidelines.
- Ensure correct and swift processing of operations tasks with adherence to all current compliance, legislation and bank procedures.
- Perform reconciliation and second day checks to ensure all tasks actioned as per the forms held ensuring correct approvals in place.
- Establishing and maintain excellent relationships with customers, staff, suppliers and clients to facilitate efficient activities ensuring delivery of reliable, quality and timely services to customers in collaboration with the bank team.
- Assist and resolve operational activities enquires and resolve issues promptly ensuring bank and customers are kept apprised of all developments until resolution of issue.
- Ensure to take ownership of training aspects to ensure best practise of processing, current and new Compliance and Regulatory framework/requirements and reduction of rework by self and other teams.

### Key Competencies

- Teamwork
- Reliability
- Integrity
- Effective Communication
- Organized



**Minimum Qualification & Experience:**

- Banking related discipline degree
- Computing skills (Microsoft Office)
- Prior experience (min 5 years)

**How To Apply**

Forward your CV and 2 references to: **OPERATIONS AND MARKET SUPPORT**, PO Box 65, Port Vila, Vanuatu or email [career@wanfutengbank.com](mailto:career@wanfutengbank.com). Only the successful candidates who meets the above criteria will be contacted for an interview. **Applications close September 28, 2022**