



(Authorised by the Prudential Regulation Authority and regulated by the Financial Conduct Authority and PRA)

**Corporate Office:** 1 Moorgate, London EC2R 6JH

Tel: 020 7796 9600

FAX: 020 7796 1015

Email: [hr@pnbint.com](mailto:hr@pnbint.com)

Website: [www.pnbint.com](http://www.pnbint.com)

<b>Job Title</b>	Officer
<b>Type</b>	Permanent
<b>Location</b>	Southall Branch
<b>Salary</b>	£27,000 -£28,000 per annum._____
<b>Available</b>	Immediately_____
<b>Apply</b>	<a href="mailto:Recruitment@pnbint.com">Recruitment@pnbint.com</a>

### Responsibilities:

- To work as the primary point of contact for all account-related inquiries, both in person and over the phone.
- Conduct thorough reviews of accounts, particularly those categorized as medium or high risk.
- Provide exceptional customer service by addressing inquiries and offering counter services.
- Perform due diligence on walk-in customers seeking to open accounts or execute remittances.
- Assist customers with fund transfers using various platforms such as BACS, FASTER PAYMENT, CHAPS, SWIFT, and INR Transfers.
- Manage the scanning, stitching, and maintenance of vouchers and registers for the branch.
- Facilitate the account opening process for individuals, NRE, NRO, and FCNR accounts.
- Conduct credit checks for new account applications and ensure accurate filing of account-related documents.
- Process remittances, address updates, debit card requests, cheque book requests, statements, and other customer requests promptly.
- Generate reminders for fixed deposit renewals and handle fixed deposit closures.
- Handle monthly expenses payments, cash management, and posting of vouchers in financial systems.
- Manage POS receipts, reconcile them in financial systems, and maintain Excel sheets for reconciliation.
- Scan documents through DMS portal and ensure timely dispatch to the back office.
- Conduct necessary checks against caution lists on a daily basis.
- Maintain adequate inventory of account opening forms and other necessary documents.
- Follow up on pending tasks and ensure their completion on a daily basis.
- Assist in marketing deposit and loan products offered by the bank.
- Undertake any additional tasks assigned by the branch head as required.
- Will report to Branch Head Southall.

### Requirements:

- Previous experience in banking or financial services industry highly desirable.
- Strong communication skills and ability to provide excellent customer service.
- Proficiency in MS Office Suite and familiarity with banking software.
- Attention to detail and ability to handle multiple tasks efficiently.
- Knowledge of regulatory requirements and compliance standards.
- Ability to work independently and as part of a team in a fast-paced environment.