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|---|---|---|---|
| **Job Title:** | Trade Officer | **Reports to:** | Team Leader, Trade Finance |
| **Unit:** | Trade Finance Operations | **Department:** | Technology, Operations, & Enterprise Projects |
| **Grade:** | | **Date:** | |
| **Job holder:** | | **Supervisor:** | |
| **Signature:** | | **Signature:** | |

| **Job Purpose Statement** |
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| To process trade services transactions (Guarantees, Letters of Credit, Documentary collection, Invoice/Bills/cheque Discounting, etc) and swift transactions, in accordance with the customer instructions, applicable operational processes and procedures laid down by the bank, agreed Service Level Agreements and in full compliance with KYC/AML and within Internal trade guidelines. |

| **Key Accountabilities (Duties and Responsibilities)** | | |
|---|---|---|
| **Perspective** | **% Weighting** *(to add up to 100%)* | **Output** |
| **Financial** | 20 | ▪ Adhere to trade operations procedures & policies to avoid operational losses, errors, omissions, penalties, etc.<br>▪ Ensure completeness of collection of revenue trade services transactions.<br>▪ Product support and risk monitoring on trade operations.<br>▪ Ensure effective incidents reporting on lapses & closure as recommended by risk to avoid any exposure within trade operations. |
| **Internal business processes** | 40 | ▪ Originates all core banking systems (T24) data input for trade services transactions.<br>▪ To ensure trade transactions are accurately processed in line with the customers' instructions and according to the bank's processes and procedures.<br>▪ Keep accurate and complete records/files for all transactions by filing daily and ensuring safe custody of the same.<br>▪ Spool system reports daily to address expiries, renewal, swift notifications and other system monitoring requirements.<br>▪ Ensure that commissions for all trade transactions are set in the system to collect as per the bank tariff<br>▪ To ensure AML guidelines, processes and policies are adhered to and that suspicious transactions are detected and reported.<br>▪ To reconcile relevant accounts pertaining to trade services, take appropriate corrective action and escalate where |

| | | |
|---|---|---|
| | | necessary. Ensure that there are no outstanding items over 7 days without supporting approval<br>▪ Ensure trade documents are documents are scrutinized for error before processing. |
| **Customer** | 25 | ▪ Address and attend to any queries raised by customers both external and internal.<br>▪ Prompt attendance to customers coming to the department and answer any queries raised.<br>▪ Ensure no customer complaints arising from delays in processing of trade instructions or non-delivery of service.<br>▪ Ensure that set customer experience standards are adhered to. |
| **Learning and growth** | 15 | ▪ Read and attest to published policies and procedures<br>▪ Always avail oneself for competency improvements through coaching and training as appropriately scheduled.<br>▪ Identify and relay own training needs to the line manager for capturing in the annual training plan and subsequent implementation |

## Job Dimensions

| **Reporting Relationships: jobs that report to this position directly and indirectly** | |
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| Direct Reports | NIL |
| Indirect Reports | NIL |

| **Stakeholder Management: key stakeholders that the position holder will need to liaise/work with to be successful in this role.** | |
|---|---|
| Internal<br>▪ Cedit<br>▪ Audit legal & Compliance<br>▪ Customer Experience<br>▪ Corporate & Retail Business Teams | External<br>▪ Off shore banks<br>▪ Local banks<br>▪ Regalatory bodies (Central Bank & URA)<br>▪ NCBA Group Trade Team<br>▪ NCBA Group Correspodence Banking ( FI) |

| **Decision Making Authority /Mandates/Constraints: the decisions the position holder is empowered to make** *(Indicate if it is Operational, Managerial or Strategic). Please also highlight any budgetary control responsibility if applicable for the role.* |
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| Input Trade Finance Transactions in T24, Swift, And Other Authorised Systems |

| **Work cycle and impact: time horizon and nature of impact (Planning)**<br>(*e.g. Less than 1 week, 2 weeks, 2 weeks – 1 month, 1month – 3 months, 3-6 months, 6-12 months, above 1 year)* |
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| ➢ 2 weeks - 1 Months |

| Ideal Job Specifications |
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| **Academic:**<br>▪ Bachelor's degree in a Business related field<br>**Professional**:<br>▪ Certified Documentary Credit Specialist(CDCS)an added advantage<br>**Desired work experience:**<br>▪ At least 3 years work experience in Banking. Operations experience preferably at Central Operations Processing unit, General Branch Banking Operations including Foreign Exchange operations, International Trade Finance, etc.<br>▪ Knowledge on UCP 600, ISBP for UCP 600 and URC Rules |

## Ideal Job competencies

| Technical Competencies | |
|---|---|
| | ▪ Financial analysis Skills: Ability to analyse and/or interpret financial statements, and advice accordingly.<br>▪ Analytical business and investment appraisal Skills: Keen to detail and able to conceptualize financial proposals and provide viable solutions.<br>▪ Technology Skills: Computer literate with proficiency in computerized financial analysis applications.<br>▪ Industry knowledge: knowledge of the financial sector, International Trade Finance opportunities, as well as current banking operations practice. |

| Behavioural Competencies | |
|---|---|
| | ▪ Goal driven and results oriented; Enjoys being measured, and judged by financial and other performance targets.<br>▪ Personal Ethics: Must be honest, fair and just with self and others, and demonstrates integrity in work and business contacts.<br>▪ Communication Skills: Excellent written and verbal communication skills and presentation skills.<br>▪ Interpersonal Skills: Must be a people's person, with ability to interact with key contacts in the financial sector.<br>▪ Proactive Initiator: Must be pro-active, a self-starter and have the ability to see, grasp and advice on opportunities. |

*This JD is signed off with reference having been made to the organisation's core values and aligned competencies against these values.*