



## JOB DESCRIPTION

### POSTION BASIC INFORMATION

**Job title** : Unit Head, Agency Operations

**Department** : Agency Banking

**Level** : Senior/Management

**Work Location** : Vientiane Capital

**Report to** : Head, Agency Banking

### KEY RESPONSIBILITIES

- Lead Agency Operation Team including Agents On-Boarding, Training and Operational Excellence
- Develop and implement the agency banking operational procedures, governance systems, processes and implementing them to achieve required efficiency, quality and compliance with bank standards and regulatory requirements.
- Monitor agent operations against bank standards, agent contract and regulatory standards
- Monitor agent liquidity to ensure agents have sufficient float and cash
- Manage procurement, storage and distribution of branding, merchandising, devices and consumables to agents and bank staff as required
- Monitor and take action to improve agency banking operational efficiency and effectiveness, including reviewing and automating processes for efficiency, effectiveness and reduce cost.
- Put in place an agency banking risk management framework aligned to the bank risk management framework and regulatory requirements
- Any other tasks assigned by Line Manager

### QUALIFICATIONS

- Bachelor degree in Banking, Finance, Business Administration or related field
- Minimum 5 years of financial service experience including at least 3 years in people management
- Exposure in Bank Retail Operational for at least 2 years
- Having in-depth knowledge on banking regulatory framework and guidelines on Agent Banking or related field
- Ability to lead and work independently
- Priority & Project management with able to work under pressure & tight deadline
- Having excellent oral and written skills as well as sound computer literacy
- Proven in operational excellence and have positive mind-set
- Proficient in English both speaking and written is a must

Note: This JD has been updated as at xxx xxx xxx and is meant as a guide. It is subject to reviews and adjustments as deemed necessary for MJBL's strategic & business requirements.