



## JOB DESCRIPTION

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**Designation** : Operations Unit Officer (1 Post)  
**Position Location** : Head Office (Naypyitaw)  
**Report to** : Head of Operations Department

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### Position Summary

The operations unit officer (Front and Back Office) is responsible for reviewing the effectiveness of the practice in operations, inspection and facilitate in branch's liquidity management and to support the counter service of all VITHEY Microfinance's offices.

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### Duties and Responsibilities of Operations Unit Officer

#### 1) Duties and Responsibilities for Front Office

- ❖ Implement procedure manuals and system user guides to serve customers at service counters.
- ❖ Provide online and on-site supports to branch operations teams to ensure the effectiveness and service quality.
- ❖ Cooperates with other related departments for new-recruit or on the job training and to do training need assessment (TNA) for service counter teams.
- ❖ Recommends operational improvements for better practice in service delivery.
- ❖ Works with HR department on defining key indicators for performance assessment.
- ❖ Monitor the process of daily starting and ending of the accounting system of all branches to develop and generate reports for internal and external users.
- ❖ Cooperates with other department and Front Office team to provide trainings to service counter team in order to improve efficiency of their job.

#### 2) Duties and Responsibilities for Back Office

- ❖ To develop and implement of core banking system including parameterization, product maintenance, accounting entries mapping, operational reports developing and other customizations.
- ❖ Analyse risks and weaknesses in the operations and recommend actions and facts for strengthening the management.
- ❖ Facilitates fund transfers and help branches managing their liquidity and stock of operations forms.
- ❖ Participates in recruitment, performance evaluation of associate operations related positions.
- ❖ Provide explanation, advice and solutions for all inquiries from branches related to policies, procedures.
- ❖ Identify the level of understanding/knowledge of operation staff and initiate training refreshment course to strengthen their capacity and effectiveness of performance.
- ❖ Identify internal control scope for operational inspection and manage inspection activities to ensure that branches are operated in compliance with policies, procedures and all kind of operational risks could be addressed.
- ❖ Initial any possible improvement or development on operational process, workflow, policies and procedures that could bring more operational excellence and efficiency.
- ❖ Ensure that all operational related transactions are properly reconciled on time and accurately, especially the balance of physical cash and cash recorded.
- ❖ Monitor all cash in hand, cash in bank and cash flow for all branches to ensure the compliance of cash management procedure and effective liquidity management.

3) *Other tasks assigned by managers as needed*

**Qualifications:**

- Bachelor's degree in accounting/finance or equivalent degree
  - Minimum two years working experience in related field
  - Demonstrated interpersonal and problem-solving skills
  - Computer Skill: Microsoft Office
  - Good in English
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