

VACANCY ANNOUNCEMENT

Tirana Bank is the first privately-owned bank in Albania. It was founded in 1996 and since then there has been a great development, spreading its branches throughout Albania. Today, Tirana Bank is well-positioned in the market, offering a wide range of products and services that respond well to the demands of its customers. Tirana Bank has 33 branches in most major cities, and industrial zones and has a large ATM network throughout Albania. Tirana Bank continues to grow and expand while rigorously retaining its philosophy of providing quality products and services by being the frontrunner in innovative banking solutions in Albania.

Balkan Finance Investment Group, BALFIN Group, is one of the most significant and successful investment groups in the Western Balkans region. Geographically, BALFIN Group is present in Austria, Albania, Kosovo, Bosnia and Herzegovina, North Macedonia, Montenegro, Switzerland, and the Netherlands, employing approximately 5,200 people. The activities of BALFIN Group comprise real estate, wholesale and retail, banking, asset management, media, education, and logistics. BALFIN Group is growing steadily, having a positive impact on the communities through economic development, employment opportunities, innovation, and social investment.

We are seeking to welcome a qualified and dynamic candidate in the **Front Desk Customer Service** position in **Berat Branch** reporting directly to the [Branch Manager](#).

Overall Job Definition

The **Front Desk Customer Service** offers services to the customers for cash and non cash transactions, counts, checks and balances the cash in the branch in compliance to the rules and regulations in force.

Main Responsibilities:

- Acts in compliance with the procedures and regulations in force of the Bank and the Regulatory directives related to the cashier transactions.
- Knows and implements accurately all operational procedures related to his /her role;
- Performs cash and non-cash transactions rapidly, accurately and securely by ensuring a qualitative service towards the clients.
- Is responsible for the execution of the procedures, which are related to cash limits.
- Refers clients to respective relationship officers (retail or individuals) by identifying the need of the client.
- Responsible for reaching the individual target
- Covers the following transactions:
 1. Deposits
 2. Withdrawals
 3. Transfers from one account to another
 4. Utility Payments
 5. Payments to third parties
 6. Exchange cash
 7. Cheques
 8. ATM transactions
- Register accurately in the system the walking customers and complete the related forms;
- Ensure the clients are served in time by complying with the standards set by the bank;

Competencies / Skills:

- Holds a Bachelor Degree in Economy or other related field;
- Very good communication and negotiation skills;
- Ability to work under pressure and meet deadlines;
- Very good presentation skills;
- Very good knowledge of English language in written and spoken;
- Very good knowledge of Microsoft Office programs;

The interested candidates can send their **CV** until **February 27th 2023** to the [link](#)

Please note that only applicants, who fulfil the above mentioned criteria, will be contacted.

Your personal data, which are sent voluntary as a response to this job vacancy announcement, are collected and processed, manually and/or electronically, by Tirana Bank SA, in order to evaluate your compatibility with this job vacancy, are accessed only by authorized persons of the Bank and will be stored until the finalization of the candidate selection process. The subjects of personal data can exercise their rights as provided by Law No. 9887, dated on 10/03/2008 "For the Personal Data Protection", amended, at Tirana Bank SA, as well as at the Commissioner for the Right of Information and Protection of Personal Data.