



## Officer/ Senior Officer, Shares Department

- **Vacancy for:** 1
- **Posted on:** July 1, 2017
- **Deadline:** June 8, 2017, midnight

### Basic Job Information

Job Category : Banking / Insurance /Financial Services  
Job Level : senior  
Job Location : Kathmandu  
Offered Salary : None

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### Job Specification

Education Level : Under Graduate (Bachelor)  
Experience Required : Not Required

### Other Specification

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### Job Description

#### KEY RESPONSIBILITIES:

- To provide shareholder support services by configuring the system and profiles for shareholders based on the standards. Responsible for ensuring the share transfers, dividend distribution, dematerialization of shares, departmental documentation, transaction processing in SHAREPLUS system, Core Banking system and Central depository System (CDS).
- To provide highest level of shareholder support to resolve technical operating issues, queries of shareholders, rectify errors and manage technical aspects of the department effectively and efficiently.
- To perform dematerialisation of shares in CDS, reconciliation and reports generation.
- To perform periodic reconciliation of dividend warrants among various systems and with the hard copies.
- To directly involve in the effective management of the Bank's Annual General Meeting.
- To act as the Administrative Operator for the department on channel related administrative set-ups (e.g. archival, storage) relating to the systems used by Share Operations Unit.
- To ensure day-to-day delivery of quality and efficient Shareholder Services.
- To generate and apply creative and innovative ideas for improving efficiency and in controlling cost.
- To work closely with the team, proactively involve in the discussion regarding the departmental works and provide opinions and solutions.
- To be responsible for ensuring high quality Shareholder Services delivery regarding general correspondences, serving shareholders and SCB staff for advice, enquiries, complaints, etc.
- To ensure application of appropriate internal controls and procedures, clearly document and adhere to, including monitoring and implementation of changes from time to time.
- Liaison with regulatory bodies i.e. SEBON, CDS and Clearing Ltd, Office of the Company Registrar & NEPSE etc...

#### SELECTION CRITERIA:

- At least 3 years of experience in Share Department or Merchant Banking preferably having legal or company secretarial background.
- Technical knowledge of Central Depository System & Depository Participant (DP) will be an added advantage.
- Ability to learn and support on Shareholder Service software applications.
- Effective interpersonal and communication skills.
- Good questioning, analytical and problem solving skills.

- Able to identify and manage both transactional and operational risks.
  - Ability to work under pressure and with extended hours.
  - Inclination to serve the shareholders and solve their problems.
  - Ability to satisfy and convince the shareholders while responding to the queries and in solving the underlying issues.
  - Ability to communicate with people of different nature and background.
  - Sensitivity towards people and ability to show compassion or empathy.
  - Ability to investigate thoroughly the issues of shareholders, provide the views, opinions and in-depth analysis for identifying solutions.
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### **Applying Procedure**

Apply Link : <https://merojob.com/officer-senior-officer-shares-department/>

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