

WE ARE HIRING!

Branch Customer Services Officer

Benefits

- UK National Minimum Wage (NMW)
- Comprehensive training
- Professional development
- Immediate start

Location

147 Lozells Road Birmingham, B19 2TP United Kingdom.

Only **Saturday** (9:00 AM - 6:00 PM).

Email your updated resume with a proper subject line by 30 November 2025.

jobs@bracsaajan.com

Main purpose of job:

To provide a quality and personalised service to money transfer customers as well as complaint management support to all money transfer customers of Lozells road branch including telephone customer. Must keep accurate cash record, assisting branches in money transfer matters and ensure that our retail customers are receiving the benefit of world class customer service at their local BRAC Saajan Branches

Reporting to:

- Head of Business
- Liaison with Retail & Online Customers, Beneficiary, Telephone Customers, Colleague

Reporting to:

- Provide customers with product and service information
- Delivering rate & quotation to walk in and telephone customers
- Creating transactions for branch Customers
- Assisting beneficiary, walk in customers & telephone customers
- Handling query and passing them on to the right department
- Enter new customer information into system and update existing customer information
- File maintenance and Record keeping
- Cash handling, cash banking and maintaining day end cash balance file
- PDQ and cash banking amount entry into remit ERP
- Reporting any anti-money laundering activities or Suspicious Activity Report (SAR) to the nominated officer
- Carry out all work load based on the nature of work on daily, weekly and monthly basis
- Attend all other works entrusted by line manager and others from time to time.
- Jump on to other areas of work and department as and when needed according to the urgency and nature of the business by discussing with line manager.
- KYC maintenance and updating files according to BSEL policy.
- Maintaining DCFCL (Department Control Function Check List)
- Maintaining MSI file sales activities
- Maintaining reconciliation file for PDQ and daily banking
- Makes recommendations to management to improve customer experience

Business growth:

Promote new products and cross-sell BRAC Bank accounts to customers. Provide regular updates to your line manager to support continuous improvement.

This list reflects current expectations and may be amended as organisational needs change.

Employees are expected to arrive at least five minutes before the scheduled start time to begin work promptly, and to leave at least five minutes after closing, once all daily tasks—such as end-of-day reports and tidying the work area—are completed.

Skills and Qualities:

Clear communication, patience, attentiveness, politeness, time management, positive language problem-solving, staying calm, friendly and helpful, proactive, with desirable previous customer service experience

Email your updated resume with a proper subject line to

jobs@bracsaajan.com