

SBM is a leading financial services group in Mauritius, and is also present in India, Madagascar and Kenya. The Group has a customer base of more than 500,000, providing adapted financial solutions and supported by multi-channel capabilities. The strategy of the Group revolves around modernisation and diversification of its offering, expansion of its markets, and enhancement of capabilities, prominently regarding human capital.

Our employees – currently around 1,800 – are at the heart of our growth strategy. In our quest to be the employer of choice and a reference, we are laying increasing emphasis on developing and nurturing our talent pool. SBM aims to become a reference for creating talent for the world of tomorrow.



## Open your door to success by joining us

in the following challenging position:

### IBD – Support Officer

#### Job Purpose:

Reporting to the Head of International Banking, the Support Officer will be called upon to attend to day-to-day service requests within agreed timeframes. Additionally, the job incumbent will have to support the overall functions of the International Banking Division by providing superior and quick service to the internal customers of the Bank.

#### Key Responsibilities:

- Be actively involved in the day-to-day processing of service requests on CRM and Finacle Platforms
- Attend to queries promptly from internal and external customers of the Bank and provide relevant advice and recommendations in line with the procedure manual
- Contribute towards presentation of regular reports
- Data cleaning and information update
- Assist in identifying/preventing risk of fraud and reinforcing internal controls
- Perform any other cognate duties

#### Qualifications, Experience & Skills:

- University Graduate, preferably in Management
- At least 6 months' experience in a Back Office role
- Fluent in English and French (both verbal and written)
- Dedicated team player
- Excellent organisational and time management skills
- Strongly motivated and available to work outside normal hours

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If you believe in taking new challenges with the right mindset, please refer to our website for full details and complete our online application form on [www.sbmgroup.mu/vacancies](http://www.sbmgroup.mu/vacancies) by Friday, 30<sup>th</sup> November 2018.

We thank you for your interest and invite you to grow with us.

Kindly note:

All applications will be dealt with in strict confidence.

Please favour online application.

The Group reserves the right to call only the best candidates for interview and not to fill this position following this advertisement.

SBM is an equal opportunity employer.

One step in the right direction and a giant leap for your career.