

Internal Job Posting Notice

Date posted: 20/10/2021

I.

Position Title	Community Service Executives
Grade	14 (As per NCSIDBL ISR)
No. of Posts	5
Place of Posting	1. Lingshi, 2. Soe, 3. Laya, 4. Sakteng, 5. Chongshing
Department	Community Financing & Services Department (CFSD)
Reason for Job Opening	Vacant Post
Pay Scale	Nu. 13,095 (13,095- 325-19,595)
Other Allowances (House rent, Conveyance, and Communication)	As per ISR of the Company
Shortlisting Ratio	5 candidates against 1 Post
Last date of application submission	30 th October 2021

II.

Position Title	HR Assistant
Grade	14 (As per NCSIDBL ISR)
No. of Posts	1
Place of Posting	CFSD, Thimphu
Department	Community Financing & Services Department (CFSD)
Reason for Job Opening	Vacant Post
Pay Scale	Nu. 13,095 (13,095- 325-19,595)
Other Allowances (House rent, Conveyance, and Communication)	As per ISR of the Company
Shortlisting Ratio	5 candidates against 1 Post
Last date of application submission	30 th October 2021

Criteria:

- i. Must be a Class XII pass from a high school recognized by the relevant authority;
- ii. Must be in Grade 15 currently and have completed past 1 year in the same grade at the time of submission of the application;
- iii. Must be recommended by his/her immediate supervisor;
- iv. Applicants for CSEs must possess reasonable knowledge with regard to the bank's products and services including Community Services/applicants for HR Assistant must have basic knowledge on MIS & ISR; and
- v. Should have no adverse record maintained with the office.

Document required:

- i. A Copy of the Class XII Academic Transcript; and

- ii. A copy of the recommendation letter from his/her immediate supervisor.
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Eligible in-service candidates may submit their applications with necessary supporting documents to Mr. Tandi Phuntsho, Sr. HR Manager, CSD, Paro or Ms. Sonam Dolkar, CFSD, NCSIDBL Thimphu.

Please contact Mr. Tandi Phuntsho, Sr. HR Manager, CSD should there be any need for additional information about this job posting before submission of the application.

Job Responsibilities but not limited to the following:

I. Community Service Executives

a. Integrated Banking Services - *Core mandate of CSCs:*

1. Provide general banking services such as deposits, withdrawals, balance confirmation, account opening, collection of loan repayments, etc. to the communities as mandated or directed by NCSIDBL;
2. Advise clients on financial products and services provided by NCSIDBL in accordance with the Credit Manual;
3. CSEs to Regional Offices/Dzongkhag Branch Offices of NCSIDBL - The Regional Offices/Branch Offices shall constantly monitor, guide, and deploy the CSEs to meet certain requirements of the NCSIDBL in close coordination with the CFSD;
4. Successfully generate CIR (Credit Information Report) and accordingly determine client's eligibility to avail loan;
5. Screen all Non-Formal Rural Loans/Micro Loan applications received in the CSC (loan size of equal to or below Nu. 500,000) in accordance with the General Information and Simple Operational Guidelines for 2021 of NCSIDBL and determine client's eligibility to avail loan;
6. Assist clients on loan documentation process and ensure that the application is complete by conforming to the checklist for respective loan categories before forwarding to the concerned Branch Office/Regional Office;
7. Update eligible loan applications into Empower (Bank's Core Banking System) and forward to the respective Branch/Regional Office for appraisal purposes;
8. Educate and disseminate information to communities/prospective clients on NCSIDBL loan classifications and categories;
9. Assist clients in availing online financial products and services as endorsed by NCSIDBL;
10. Physically inspect the proposed project site in the Gewog before the funds are disbursed

- and maintain photographic evidence of the same for future monitoring purpose;
11. Monitor NCSIDBL funded projects within their respective jurisdiction periodically and submit report to their respective regional offices in the format provided;
 12. Update client's details on a regular basis and monitor application of loans for the specified purpose;
 13. Perform loan recovery tasks on a quarterly basis and update the concerned Branch Office/Regional Offices/Monitoring Division/CFSD accordingly;
 14. Educate clients on insurance associated with the product and services availed from the bank including providing insurance services;
 15. Provide Gewog Banking Services (GBS) on behalf of BDBL through POS machines in remote communities as an alternative to community banking;
 16. Act as service delivery channel for the parent agencies with whom NCSIDBL has established relationships;
 17. Collect EMIs of NCSIDBL clients and deposit in the respective loan accounts;
 18. Report any issues related to Gewog Banking Services/Point of Sale to Focal Officers at BDBL and NCSIDBL;
 19. Record GBS services in MIS and reconcile every end of day. Any discrepancies to be resolved the next working day;
 20. Record all types of services rendered by the CSE in the MIS and reconcile daily and monthly; and
 21. Encourage business ideas and opportunity in the community and provide ideas/avenues to finance through NCSIDBL.

b. Allied Community Services

While the services of CSEs is transferred to NCSIDBL, the CSCs will continue to provide various G2C services to the people in the communities. Nominal fees (as approved by NCSIDBL) shall be levied to the clients availing these services from the CSCs. The service charges will be based on the resources used in providing the services and as determined by NCSIDBL from time to time (eg. clients may wish to fetch information and have printout of it. In such case CSEs could charge for fetching information online as well as for printouts).

1. The list of G2C services shall be as determined by Public Service Delivery Division under PMO and NCSIDBL from time to time.

c. Corporate & Commercial Services

These are the services that CSCs will take-up on behalf of other agencies/FIs by charging certain fees with approval of NCSIDBL. Such services include but are not limited to:

1. Act as service delivery channel for all the relevant banking agencies as directed by

NCSIDBL;

2. Provide POS banking/financial services in the community on behalf of relevant FIs; and
3. Any other products and services that NCSIDBL may approve from time to time.

d. Offline Services (photocopying, printing, binding, etc.)

1. Coordinate and inform the respective Regional/Branch Manager/IT Assistant/CFSD on network failure, electricity supplies, requirement on minor repair and maintenance of building and other equipment;
2. Maintaining cordial relation with the customers and the community including LG leaders;
3. Perform daily tasks within Corporate Governance structure;
4. Apply fundamental principles of accounting while dealing with financial matters;
 - a. Manage cash in hand ethically;
 - b. Prepare Bank reconciliation statements on regular basis for GBS with the help of BDBL Branch Managers/CFSD;
 - c. Keep record and update household information of the community on a quarterly basis or as may be required;
5. Maintain clean and tidy office including its surroundings;
6. Prepare and submit information and data as and when required by CFSD; and
7. Any other job as and when assigned by the supervisor.

Promote banking services of other FIs based on NCSIDBL's recommendation;

- Utility bill payment (Electricity);
- Philately Services;
- Generate CIB Report (on demand by clients);
- Telephone/internet bill payment including voucher e-loads;

These are prompt offline services to be provided to the clients as and when necessary. Charges for such services shall be as approved and authorized by NCSIDBL from time to time. Such Offline services include but are not limited to:

- Printing, scanning and photocopying services
- Typing services such as letters, legal documents, agreements etc.
- Documents scanning
- Lamination services
- Documents binding services

Any other related services.

e. Other services

Apart from the above 4 broad categories of products and services, CSEs are also required to carry out the following roles and responsibilities:

MIS System

The CSEs, on a daily basis shall update and record in MIS of all products provided and services rendered to the community. They shall handle MIS system for smooth internal operations such as:

- Check, update and follow-up on the notification regularly;
- Recording and submitting daily sales report to Head Office;
- Accessing travel authorizations and claims by submitting necessary supporting documents;
- Submission of bills before the due date for making payments and avoiding penalties;
- Punching daily sales report for reconciliation;
- Assist to deposit cash on behalf of client and update accordingly;
- Timely submission of requisition (stationery, stamps, etc.) through MIS to head office (focal person);
- Deposit current month's revenue latest by 7th of the following month except in case of closing where deposits should be done early. The deposits must be updated in MIS right after it is done; and
- Correctly record and reconcile all MIS entries every end of the day followed.

Job Responsibilities but not limited to the following:

II. HR Assistant

Position Title: HR Assistant

Department: Community Services Department

Reports to: Dy. Manager, CFSD/HR Manager, CSD, NCSIDBL

Positon summary: Under close supervision, apply entry level professional human resource skills and or/ office technical support to assignments in one or more department units engaged in employment, classification, compensation, employee relation, and HR information system.

Essential Function;

1. Establish, maintain and update files and records of all employees on a regular basis.

2. Perform administrative tasks such as data entry and writing and distribution of correspondence and other documents.
3. Collect data for recruitment, selection and employment practices and procedures to ensure compliance with the equal opportunity requirements, and may provide information for investigations and complaints of alleged discriminatory employment practices.
4. Assist supervisors for employment selection tests, reviews scoring, explains tests and examination results and procedures to applicants.
5. Facilitate to monitor audit accuracy and integrity of transactions in the system to ensure proper interface with benefits and payroll functions.
6. Process for timely renewal of contract of contract employees.
7. Assist in planning and coordination of training budget and preparation of training need assessments.
8. PMS- Timely compilation of PMS and issuance of orders
9. Examine employee files, under direction, including work histories and other confidential records and provide information and data to the HR Manager.
10. Timely preparation of promotion, increment and transfers as per the ISR and HR calendar.
11. Monitoring of CSEs attendance and timely action.
12. Correspond with COs, Regional/Branch offices with regard to CSEs attendance/travel.
13. Timely prepare, submit and process LTC, LE, allowances and other benefits of employees as per the eligibility mentioned in company's ISR.
14. Attending all Auditors related to the task assigned
15. Disseminate and assist CSD staff on any new/amendments in ISR/MIS.
16. Submission of relevant bills before the due date for making payments and avoiding penalties
17. Closing of transaction and attending all Auditors related to the task assigned.
18. Check, Verify, approve, update on the MIS notifications every day.
19. Timely correspondences with relevant officials.
20. Prepare and submit information and data as and when required by CSD.
21. Management of data file and appropriate filling of electronic and hard copies of relevant documents and reports.
22. Represent as SWS focal from CSD.
23. Any other tasks assigned by Supervisor/Director.

OTHER RESPONSIBILITIES:

1. Perform any other work assigned time to time by the management team;
2. Promote image of the Bank by speaking appropriately, acting responsibly, showing courtesy and positive attitude to clients.
3. Contribute to enhancing customer satisfaction.
4. Carry out other task as and when instructed by the supervisor.
5. Observe code of conduct by maintaining confidentiality of information and punctuality at all times.

6. Declaration of Conflict of Interest wherever required.
7. Diligent use of office resources (Turning off the electrical appliances/equipment, close the water tap when not in use, etc.)
8. Maintaining proper and clean office decorum at all times.
9. Act as back up of other staff during their absence.