

| SKILLS FRAMEWORK FOR FINANCIAL SERVICES<br>SKILLS MAP - TRANSACTION BANKING OPERATIONS MANAGER                    |   |  |   |          |
|---|---|--|---|----------|
| Sector  | Financial Services  |  |   |          |
| Track   | Operations  |  |   |          |
| Occupation  | Transaction Banking Operations Analyst  |  |   |          |
| Job Role  | Transaction Banking Operations Manager  |  |   |          |
| Job Role Description  | <p>The Transaction Banking Operations Manager is responsible for managing and coordinating the activities of personnel involved in performing operations for the Transaction Banking Department. He/She will ensure the processing of end-to-end trade documents, disbursement processing and issuance of letters of credit. He reviews reconciliation reports for wires and checks to ensure reconciliation of accounts adequately meets reporting and compliance needs. He reviews the work of analysts under his charge, maintaining control over their work flows and adherence to team service level agreements and local regulations.</p> <p>The Transaction Banking Operations Manager is able to work in a high pressure environment and manages priorities efficiently so as to ensure timely processing of all documents and transactions. He is detail-oriented and methodical in his approach, with a strong working knowledge of the transaction banking value-chain. He is comfortable managing team members and making resourcing decisions.</p> |  |   |          |
| Critical Work Functions and Key Tasks / Performance Expectations  | Critical Work Functions   | Key Tasks  |   |          |
|   | Perform transactions processing   | Process receipts and transactions deemed as not-in-good-order  |   |          |
|   |   | Process trade documents end-to-end in accordance with Service Level Agreements (SLAs)  |   |          |
|   |   | Assess workability of trade transactions as per customers' credit applications   |   |          |
|   |   | Ensure timely disbursement processing  |   |          |
|   |   | Manage and review journal request processing   |   |          |
|   |   | Ensure error-free processing and issuance of Letters of Credit in accordance with Uniform Customs and Practice for Documentary Credits |   |          |
|   |   | Oversee bank operational processes related to safekeeping and financial instruments  |   |          |
|   | Undertake reconciliation processes  | Ensure timely reconciliation of accounting entries   |   |          |
|   |   | Ensure timely resolution of issues and inquiries pertaining to accounting entries  |   |          |
|   |   | Review reconciliation reports on general ledgers and end-of-day balances for wires and checks  |   |          |
|   |   | Determine areas to develop or modify procedures and controls for risk management purposes  |   |          |
|   | Prepare reporting   | Advise on discrepancies for both import and export documents under Letters of Credit   |   |          |
| Maintain control over work flows and SLAs within the team for timely reporting                                    |   |  |   |          |
| Ensure operational processes are in adherence to local regulations and procedures as well as critical time frames |   |  |   |          |
| Monitor and ensure reconciliation of accounts meets reporting and compliance needs of companies                   |   |  |   |          |
| Skills and Competencies   | Technical Skills and Competencies   |  | Generic Skills and Competencies (Top 5) |          |
|   | Asset and Liability Management  | Level 4  | Decision Making                         | Advanced |
|   | Budgeting   | Level 4  | Digital Literacy                        | Advanced |
|   | Cash Flow Reporting   | Level 4  | Teamwork                                | Advanced |
|   | Collateral Management   | Level 4  | Communication                           | Advanced |
|   | Data Governance   | Level 4  | Resource Management                     | Advanced |
|   | Ethical Culture   | Level 4  |   |          |
|   | Financial Statements Review   | Level 5  |   |          |
|   | Financial Transactions  | Level 3  |   |          |
|   | People Performance Management   | Level 4  |   |          |
|   | Risk Management   | Level 4  |   |          |

|                          |   |         |  |  |
|--------------------------|---|---------|--|--|
|                          | Standard Operating Procedures Development   | Level 4 |  |  |
|                          | Technology Application  | Level 4 |  |  |
|                          | Trade Finance Management  | Level 4 |  |  |
|                          | Treasury Management   | Level 4 |  |  |
| <b>Programme Listing</b> | For a list of Training Programmes available for the Financial Services sector, please visit: <a href="http://www.skillsfuture.sg/skills-framework/financial-services">www.skillsfuture.sg/skills-framework/financial-services</a> |         |  |  |

The information contained in this document serves as a guide.