



FINANCE TRUST BANK

EXTERNAL JOB OPPORTUNITY

Finance Trust Bank (FTB) is now a Tier 2 Financial Institution that is regulated by the Central Bank of Uganda. The bank serves a clientele of over 300,000 depositors and over 37,000 borrowers, through a network of 34 branches countrywide. The bank offers a variety of Products and services including Savings, Current accounts, Loans, Money transfer services, and Bills payments to its target market which comprises of micro, small and medium entrepreneurs, salary earners and youth. To meet the needs of its growing customer base, the company is seeking to recruit dynamic, self-motivated, result-oriented professionals to fill the following position.

1. Tellers

This position reports directly to the Branch Operations Supervisor.

Role of the Job:

Responsible for delivering exceptional customer service while accurately processing financial transactions at the counter. The role includes promoting bank products, proactively engaging customers, and building strong relationships to support branch business growth in compliance with the bank's policies and procedures.

Key Result Areas:

- Accurately pay and receive cash on behalf of the bank in a courteous manner by greeting customers, smiling, using their name and building rapport to create loyalty.
- Obtain and escalate customer complaints/feedback through CCLOG system.
- Balance work daily, and be supportive of all Branch operations activities and initiatives to support the achievement of branch objectives.
- Conduct accurate callover of the day's work through exchange of vouchers.
- Cross sell Bank products to Customers. I.e banca, Mobile & internet Banking and Agent Banking.
- Act as a vault /ATM custodian diligently fulfilling all custodianship responsibilities.
- Maintain the highest level of confidentiality and integrity to both internal and external customers.
- Ensure safe storage of customer information/data away from the public view
- Buy and sale Foreign currencies using approved rates confirmed by Treasury.
- Process Money Transfer transactions using the available bank platforms.

- Respond to customer queries at the counter or refer them to the appropriate service channels where necessary.
- Participate in all Branch meetings, Trainings & Initiatives.
- Identify and manage risks in all processes ensuring compliance in all activities.
- Performing any other duty as may be assigned to you to support business growth and development.

Minimum educational and technical competence requirements:

- First degree or its equivalent in any discipline.
- A Credit in Math and English
- Good personal presentation skills
- Good oral & written communication.
- High level of integrity & professionalism.
- Good working knowledge of MS office applications.
- Able to work in all areas of Uganda.
- Adaptability: Open-minded, receptive to alternative views, and flexible in approach.
- Basic Accounting Knowledge: Applies fundamental accounting principles in daily operations.
- Customer Delight: Willing to go above and beyond to satisfy customer needs.
- Empathy: Shows genuine concern for customers' situations.
- Numerical Skills: Possesses strong numerical ability for accurate transaction handling.
- Cash Handling: Comfortable managing large amounts of cash.
- Multilingual Ability: Communicates effectively in multiple languages where applicable.
- Accuracy & Attention to Detail: Ensures precision in all tasks and compliance with standards.
- Applicants from allover Uganda are encouraged to apply.

For details, please visit our website at www.financetrust.co.ug

Applications:

Suitably qualified candidates should address their application to Head, Human Resource, Finance Trust Bank, **TWED PLAZA, Plot 22B, Lumumba Avenue**, Kampala, Uganda, and email it to **jobs@financetrust.co.ug**. as well as

photocopies of academic testimonials, and a CV. The CV should include telephone contacts and email addresses of three referees, one of whom should be the most recent employer.

Closing date for submission of the applications is **Tuesday 28 July 2026 at 5pm**. Only shortlisted candidates will be contacted directly on **Tel. Numbers 0312 222600 or 0414 341275 ONLY**.

Please note that in line with the Bank procedures, no job offers are made online.