

## JOB DESCRIPTION

Job Title	<b>Issuance Processor</b>	Job Reference No.	
Department	<b>Operations</b>	Created / Revised	June, 2023
Reports to:	<b>Issuance Administrator</b>	Staff Supervised	0

Type of position:	<input checked="" type="checkbox"/> Full-time <input type="checkbox"/> Part-time <input type="checkbox"/> Contractor <input type="checkbox"/> Intern
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### JOB SUMMARY

The Issuance Processor is responsible for carrying out end to end data entry processing of new business and endorsement applications for all company products in accordance with established protocols and standard operating procedures.

### ACCOUNTABILITIES

- Responsible for carrying out end to end data entry processing of New Business and Endorsement applications for all Company products in accordance with established protocols and standard operating procedures.
- Ensures accuracy when validating and processing customer information within established protocols and standard operating procedures.
- Adheres to all regulatory requirements with respect to the processing of customer information.
- Ensures that complaints received within the Unit are transferred to the Client Servicing Unit and Management for timely resolution within the established turn-around time.
- Ensures that all Issuance related queries received are resolved within specified turn-around-time to ensure timely feedback to the customer.
- Ensures that all documents are properly organized and submitted to the administrative team for filing, on a timely basis (daily/weekly).
- As required, perform and complete user acceptance testing and system defect testing within established protocols and standard operating procedures.
- Prepare reports on Unit activities to be submitted to the Issuance Administrator/Management as required.
- Perform other related duties as assigned.

### SKILLS REQUIREMENTS

- High degree of accuracy, thoroughness, and attention to detail
- Excellent organizational skills.
- Excellent communication skills (verbal and written)
- Excellent interpersonal skills

#### **EXPERIENCE REQUIREMENTS**

- Two (2) years' experience in a similar environment

#### **EDUCATION, KNOWLEDGE, AND CERTIFICATION REQUIREMENTS**

- Associate Degree in Business Administration or similar qualifications
- Five (5) CXC/GCE O'Level passes - Minimum of Grade II (CXC); English Language and Mathematics compulsory
- LOMA, ACS or pursuing same
- Proficient in the use of the Microsoft Office Suite (e.g., Excel, Word, Power Point)
- Knowledge of the company's products and services would be considered an asset.