

Specification of Competency Standards
for the Banking Industry
Unit of Competency

Functional Area - 2. General Enterprise Banking Operations and Support
(Key Function – 2.3 Cash Management and Account Transactions Processing)

Title	Perform checking on cash management and account transactions
Code	109205L4
Range	Supervising and checking cash management and account transactions. This applies to the entire process of cash management transactions in the various channels and to different segments of enterprise clients.
Level	4
Credit	3 (For Reference Only)
Competency	<p>Performance Requirements</p> <p>1. Knowledge in the Subject Area</p> <p>Be able to:</p> <ul style="list-style-type: none"> • Demonstrate proficient knowledge in different concepts related to cash management by providing advice on the operation processes of cash management transactions; • Understand the operational procedures and features of the whole suite of bank's cash management processing transactions and apply the knowledge to handle enquiries and irregular circumstances; • Possess knowledge in relevant regulations and code of conduct in processing transactions and apply it to identify their implications on cash management services. <p>2. Applications</p> <p>Be able to:</p> <ul style="list-style-type: none"> • Provide approval for different types of entries, checks, draft or act as an authorized signer when necessary; • Monitor the transactions to ensure compliance with standard operating procedures; and carry out suitable actions to deal with emergency and exceptions; • Track and analyse in details related to the inward and outward cash flows; • Identify deviances from standard operating procedures or suspicious transactions and to conduct investigation or carry out rectifying actions. <p>3. Professional Behaviour and Attitude</p> <p>Be able to:</p> <ul style="list-style-type: none"> • Review the job performance of staff and oversee their job execution to ensure they have complied with the relevant regulations and code of conduct; • Provide coaching to staff with substandard performance and help them to identify areas that require improvement.
Assessment Criteria	<p>The integral outcome requirements of this UoC are:</p> <ul style="list-style-type: none"> • Supervising the entire process of cash management transactions processing to ensure accuracy and compliance with the internal or external regulations; • Identifying and handling irregular circumstances to ensure service quality and smooth delivery of services to meet clients' satisfaction.
Remark	