



## **BFCBHRJ-051 – Investigation and reporting Supervisor | Reconciliation | Bahrain**

### **About the role:**

The job holder is responsible for ensuring that all issues pertaining to banks, Intercompany agents and any other reconciliations are properly documented, investigated, followed up, escalated and reported in a timely, accurately and professional matter.

### **Your Responsibilities:**

- Analyzes and review of all issues observed during the reconciliation process.
- Maintenance of the register for all issues raised or investigation cases opened.
- Follow up with all related departments and other offices on all open items within the different reconciliations, and ensure that they are properly cleared on a timely matter.
- Escalation of all unresolved issues and investigation cases, based on the internal escalation policy.
- Liaison with all related counterparties relating to delay in receiving information, and escalate based on the internal escalation policy.
- Preparation of the different reports pertaining to reconciliations, and other requested MIS reports in a timely and appropriate manner, as per the department policies and procedures.
- Confirm to any Service Level Agreements (SLA's) maintained/entered with other counterparties.
- Any other Ad hoc business related tasks assigned.
- Provide quality and timely support services to banks, other offices, agents and internal employees, and respond to their queries.
- Act as a point of contact between offices for foreign banks and other offices, and liaise on any issues.
- Provide professional customer service to all related counterparties.
- Adhere to policies, procedures and business processes.
- Follow guidelines and escalate for approval when needed.
- Liaise with Auditors and provide information as necessary.
- Support in the periodic reporting for Management and regulators.

### **About You:**

You are required to have a University Degree in Accounting or Finance

- Minimum of 3 years' experience in a supervision role with exposure to analytical work, Investigation and report writing.
- Excellent Investigation and Reporting skills
- Excellent verbal and written communication skills in English and preferably in Arabic
- Advanced knowledge of Microsoft Excel and business accountancy packages