

Member
Service

Continuous
Improvement

Teamwork

Performance

Integrity

Payments Administration Officer

- **Small team environment**
- **Professional, collaborative culture**
- **Sydney CBD, close to transport routes**

Your Organisation

Established in 1959, G&C Mutual Bank has since grown to be one of Australia's strongest member-owned financial institutions. We are a member focused, values-driven organisation where member interests are not in conflict with shareholder interests. We make responsible, ethical decisions that benefit our members and the community, and reinvest our profits to provide better products and services. Experience the G&C Mutual Bank difference - It's your bank, because you own it.

Your Opportunity

Based in our CBD office, our small and dedicated Payments team are currently seeking an Administration Officer to join in a full time capacity. The team is responsible for payments processing, deceased estates account maintenance, card ordering, cheque and deposit book ordering and actioning transaction exceptions, traces, mistaken payments and dishonours. Your responsibilities will typically include:

- Daily processing of Direct Entry files BPAY files and Member Chequing files
- Actioning direct entry, New Payments Platform (NPP) and member chequing exceptions, traces, mistaken payments / recalls and dishonours
- Reconciling clearing accounts assigned to the Payments department
- Accurately processing card, deposit and cheque book orders
- Deceased Estates account maintenance
- Domestic ATM shortpays processing
- AML monitoring
- Ensuring fees are charged according to current fees and charges structure
- Promptly and accurately responding to internal and member enquiries
- Assisting with projects

Your Profile

You have:

- A customer centric mindset which you apply to internal and external customers
- High attention to detail and numerical accuracy
- Exceptional time management and prioritisation skills
- Good judgement and decision making skills
- Problem solving skills
- Knowledge of relevant payment systems, including direct entry, cheque management, BPAY, NPP and card management
- Experience with Ultradata core banking system preferred
- Intermediate level proficiency with Microsoft applications i.e. Word, Excel, Outlook

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Your Benefits

We value our employees by providing:

- Discretionary bonus based on organisational performance
- Discounts on financial and lifestyle products (some with qualifying period)
- Option to cash out annual leave
- A paid volunteering day each year
- Incentives for independent study
- Opportunities for ongoing learning and career development
- Access to Employee Assistance Program
- Corporate wardrobe

We've built a team that values service, teamwork and integrity, to go above and beyond for our members. We have a focus on performance and continuous improvement and work collaboratively to get it right. As a member of the Diversity Council of Australia, we recognise the benefits that diversity brings to our organisation. We strive toward a collaborative culture which capitalises on the diverse skills, backgrounds and experiences of our employees.

To express your interest in this position, please apply to careers@gcmutual.bank

Find out more about us at www.gcmutual.bank

Go to the [Work with us](#) page to view our Privacy Policy.

Only short listed candidates who meet the above criteria will be contacted.



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2019 **CELEBRATING
SIXTY YEARS**