



POSITION DESCRIPTION

POSITION TITLE: Cash Processing Manager

REPORTS TO: Currency Centre Site Manager

LOCATION: Armaguard Branch as advised

POSITION OVERVIEW

The Cash Processing Manager reports to the Currency Centre Site Manager and is responsible for the processing and reconciliation of all cash, coin and cheques coming into the facility.

Reporting to the Cash Processing Manager is the Cash Processing Supervisor and together they have the responsibility for the performance of all Armaguard Tellers, Discrepancy and Cash and Coin Processing personnel. The Currency Processing Manager has the responsibility for the allocation of resources, both internal and external, in order to achieve our delivery on time commitments to our client and their customers.

JOB DETAILS

- Reviews daily staff scheduling and resourcing allocations, including equipment.
- Effective Injury Management, including co-ordination and management of return to work programs.
- Effective risk management through daily review of operations
- Effective Management of Branch Assets, including equipment and security equipment.
- Plans and monitors the delivery of cash operations services in a timely, effective and efficient manner,
- Maintain the physical security of the branch, its people and assets through strict adherence to procedures and legislative requirements.
- Maintains adherence to internal audit requirements
- Maintain adherence to Armaguard branch standard operating procedures and security procedures.
- Monitors compliance to statutory, legislative and licensing requirements, including EEO, OH&S, Security and Firearms.
- Deliver the most productive outcomes for Armaguard through the effective utilisation of cash operations resources while meeting or exceeding the customer service benchmarks of our client.
- Monitor daily activities and allocate resources to deliver services in the most efficient and cost effective manner.
- Effective and efficient management of branch funds to reduce costs, maximize rate of return and meet service requirements.
- Monitor daily staff scheduling across shifts, and addresses staff resource issues.
- Ensure effective communication is maintained between customer's representatives and Assistant Managers, co-coordinators.
- Ensure a work environment free from discrimination, harassment and bullying
- Develop a team work approach for setting and achieving objectives and problem resolution
- Fosters open and honest communication, together with clear communication of business objectives and requirements.
- Ensure effective communication between Linfox, customer, employees and contractors.
- Monitor, implement, and support initiatives and programs, to develop knowledge, skills and competencies of branch employees.

- Involvement in negotiation of Enterprise Agreements and other IR matter to ensure good labour relations are maintained.

QUALIFICATIONS AND EXPERIENCE

- Whilst tertiary qualifications in disciplines such as Business Management, Commerce, Logistics and Financial Services are considered desirable, the following are qualities and experiences which are essential to the success of the role;
- Demonstrated leadership qualities.
- Strong communication and interpersonal skills
- Ability to engender teamwork with Cash operation team and peers to achieve shared outcomes.
- Understanding and application of change management, through demonstrated ability to effectively implement and manage change.
- Experience in the cash management industry.
- Understanding of business information and reporting systems.
- Good understanding and application of budgeting and finance systems.
- Employee Relation experience, including negotiations.
- Customer service experience and skills.

KEY COMPETENCIES

- Developing Others – Improves skills and effectiveness through clear feedback, mentoring, coaching, the provision of development opportunities and identification of potential in others
- Innovation and Change – recognises and/or generates imaginative and creative solutions, challenges the status quo and identifies opportunities for improvement
- Customer Focus – identifies and responds to customers' needs and ensures quality of service standards are met
- Planning & Organising – Plans and schedules effectively maintains effective controls and attention to detail to ensure timely delivery of outcomes.
- Specialist Knowledge - Applies, maintains and improves on in-depth specialist knowledge
- Outcome Orientation – sets and meets challenging objectives, initiates action and commits to clear outcomes
- Team work and Diversity – Works towards a common goal in an open and collaborative and inclusive manner.