

VACANCY ADVERT

Botswana Development Corporation is looking for dynamic, zealous, and qualified individuals to submit application for the following positions:

SENIOR INTERNAL AUDIT OFFICER

Reporting to the Manager-Internal Audit, you will be responsible for coordinating and carry-out audit planning, execution and reporting as well as execute assigned sections in financial and operational audits of the Corporation and its subsidiaries in order to continuously improve the Corporation's internal control environment. This will include contributing to the development and maintenance of the plan, internal audit framework, policies, procedures and audit programs as well as assisting Managers with scheduling, audit program preparations, gathering of documents/evidence, follow-up reviews, retrieval of prior year working papers, systems and process updates. You will research and evaluate statutory and regulatory requirements, policies, procedures, and contract provisions pertaining to programs or activities to be audited. Furthermore, you will carry-out the allocated sections of the financial and operational (people, process) audits as per the approved audit plan and ensure internal audits are performed in accordance with best IIA practice standards as well as participate in outsourced fraud or special investigations based on assigned responsibilities and procedures. Additionally, you will draft the report and submit working papers and the draft report for the manager to review and carry out due professional care of the internal audit process.

To succeed in this role, you will have a Bachelor's Degree in Business Administration, Accounting, Finance or related discipline from a reputable institution, part professional finance or accounting qualification from a recognised institution and membership and in good standing with BICA and IIA You will also have a minimum of three (3) years' internal or external audit experience at an internal auditor level and internal or external audit experience in a financial institution such as Banking, Investments, Lending etc would be an added advantage.

CLIENT SERVICES OFFICER

Reporting to the Manager Brand & Marketing, you will be responsible for providing quality service and maximising customer growth and retention by being a point of contact for clients, answering customer enquiries on BDC

products, services, investment appraisal requirements and processes, ensuring submitted proposals include the requisite supporting documentation and providing feedback on the status of investment applications and proposals in accordance with established customer experience standards. This includes contributing to the development and implementation of the customer experience policies, standards and plans as well as answering incoming calls and provide information to potential clients on BDC products, investment appraisal requirements and processes.

Furthermore, you will be responsible for acknowledging and resolving client complaints through liaison with the investment team as well as assisting with client enquiries in line with the company's service offering and liaising with key investment officers. You will also develop and maintain positive relationships with clients ensuring they are kept apprised of the status of their investment.

Applications and maintain knowledge of organisation's loans and policies, updating documentation as and when requested. Additionally, you will be responsible for maintaining adequate and accurate records and file notes and tracking customer experiences across online and offline channels, and touch points against agreed customer experience metrics and targets.

To succeed in this role, you should have a Bachelor's Degree in Business Administration, Advertising, Public Relations, Marketing, Communications, Media Studies or related area and an entry level (e.g. internship) experience as a customer service officer or similar customer support role.

Candidates who meet the above criteria should submit their applications to recruitment@bdc.bw.

Deadline for applications is **03 May 2024**.

BDC offers a commensurate package with attractive benefits.

OUR RECRUITMENT PROCESS ACKNOWLEDGES PEOPLE WITH SPECIAL NEEDS.