POSITION DESCRIPTION

Position Title:	Driver/Security Officer
Reports to:	CFO or Finance Manager through Team Leader Operations
Term of Employment:	Permanent Position (upon completion of 6 months probationary period)

Purpose
The position of Bank Driver/Security Officer contributes to the success of ***nbs***' strategic goals and vision by providing crucial transportation services for staff, delivery of documents, assets, and banking services, as well as ensuring the security and safety of the bank's premises, personnel, and customers.

The Role
The Bank Driver is primarily responsible for providing transportation services for staff, delivery of documents, assets, banking services such as purchasing and payments of cheques. The Bank Security Officer is responsible for securing bank premises against various threats, patrolling the premises, preparing reports, monitoring activities, and providing safety training and guidance to bank personnel.

Key Responsibilities
As a Bank Driver:

- Provide transportation for staff of the Matautu, Fagalii, and Vaitele Branches as well as the Head Office Apia from Mondays to Saturdays.
- Purchase stationery and other supplies with purchase orders.
- Deliver and pick up parcels, documents, assets to and from customers, Faleolo Airport, other agencies, and to and from Savaii (maintain delivery register)
- Attend to mail and courier services daily.
- Maintain vehicle logbooks and registers.
- Ensure cleanliness and protection of NBS motor vehicles.
- Use mobile phones for business purposes only.
- Conduct regular mechanical checks on vehicles and perform maintenance (such as checking brakes, windshield wipers, hydraulic lifts, add gasoline or oil, etc).
- Clear rubbish at the car park area to take to Tafaigata once or twice a week.
- Provide backup to security for Main Branch and other Branches.
- Perform any duties as required by the Team Leader Operations or CFO.

As a Security Officer:

- Provide physical security for the Bank during opening and closing hours.
- Escort Bank personnel during the retrieval of currency and assist with other tasks.
- Control entry to Bank facilities.
- Investigate suspicious behaviour among customers.
- Diffuse potentially threatening situations.
- Enforce safety procedures and raise awareness among staff.
- Prioritize safety in the event of a robbery or emergency.

Core Competencies/Skills and Experience

- Valid driver's license and clean police record.
- Ability to work long hours on short notice and with minimal supervision.
- Strong interpersonal and customer service skills.

- Fluency in both English & Samoan.
- Trained to handle security-related threats.
- Alertness, observation skills, and ability to report suspicious behaviour.
- Friendly demeanour and ability to interact well with customers and employees.
- Excellent written and verbal communication skills.

Experience

- Minimum 5 years' experience as a Driver/Messenger and 3 years' experience as a security officer.
- Secondary School completion with at least a PSSC/SSLC Certificate.

Remuneration

- Attractive remuneration package based on qualification and experience.

Reporting, Supervision and Performance Evaluation

- The Bank Driver/Security Officer reports to the CFO through the Team Leader Operations.
- Performance is monitored and evaluated by Team Leader Operations, in consultation with the CFO and Head of HR.