

## Transaction banking operations manager

Proficiency level		
X	New Gen AI skills	X Transferrable skills at the same proficiency level
	New skills	X Transferrable skills at a higher proficiency level <sup>1</sup>
<b>Skills Framework track</b>	Operations	<b>Job function</b> Customer operations
		<b>Job family</b> Transaction banking operations
<b>Sub-sectors</b>	Retail banking, corporate banking	<b>Expected augmentation by Gen AI</b> <b>Do more:</b> Gen AI can enhance the efficiency and accuracy of transaction processing and reconciliation, ensuring more effective compliance and risk management. This supports timely issue resolution, adherence to regulations, and streamlined operational workflows

### Key tasks that can benefit from Gen AI

Critical work functions	Key tasks
Undertake reconciliation processes	Ensure timely resolution of issues and inquiries pertaining to accounting entries
	Determine areas to develop or modify procedures and controls for risk management purposes
Prepare reporting	Monitor and ensure reconciliation of accounts meets reporting and compliance needs of companies
	Maintain control over workflows and service-level agreements (SLAs) within the team for timely reporting
	Advise on discrepancies for both import and export documents under Letters of Credit
	Ensure operational processes adhere to local regulations and procedures as well as critical time frames
Perform transaction processing	Process receipts and transactions deemed as not-in-good-order
	Manage and review journal request processing
	Process trade documents end-to-end in accordance with SLAs
	Oversee bank operational processes related to safekeeping and financial instruments

### New Gen AI skills

Prompt design	3	Gen AI principles and applications	3	Ethical and responsible Gen AI adoption	3
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1. Transferrable skills with an increase in one level of proficiency is considered easier to acquire than transferable skills with multiple levels of increase in proficiency, followed by net new additional skills. Depending on job redesign for the financial institution, the financial institution will have to pick select skills to reskill employees on, via a combination of on-the-job training and existing courses.

Source: SkillsFuture Skills Framework