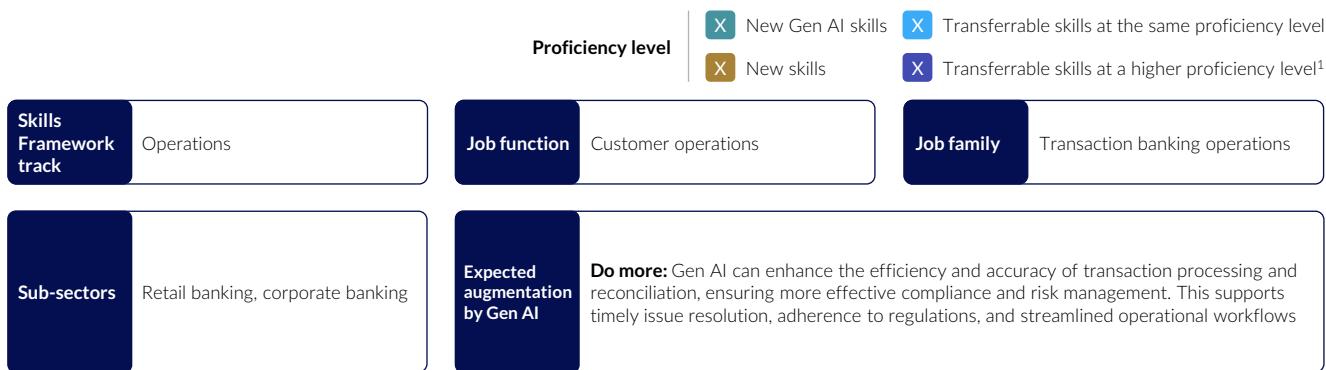


## Transaction banking operations manager



### 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



DO MORE

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