

# VACANCY NOTICE

Pearl Bank is a commercial Bank whose purpose is fostering prosperity for Ugandans. Our high impact goals are driving sustainable financial inclusion and stimulating entrepreneurship and service. In line with our continued growth, the Bank is pleased to offer an exciting career opportunity to competent and results-driven employees and members of the public to apply for the vacant role.

## POSITION DESCRIPTION

**JOB TITLE: RECONCILIATIONS OFFICER – GOVERNMENT BUSINESS**

**REPORTS TO: MANAGER WALLET & CHANNEL OPERATIONS**

### JOB PURPOSE

To act as the main operational link between Pearl Bank and government fuel customers by ensuring efficient service delivery, accurate reconciliation of fuel transactions, support for Wendi onboarding/prepaid card activities and strong customer support.

### KEY RESPONSIBILITIES /KEY DELIVERABLES

- Government Fuel Customer Account Reconciliation.
- Serve as the single point of contact (SPOC) for all government fuel customer accounts and related operational matters.
- Support the onboarding of new government entities onto the Wendi App and prepaid debit card fuel payment platforms.
- Maintain up to date and accurate records for all government fuel disbursements including allocations, balances, and transaction histories.
- Coordinate with government transport officers and finance offices to ensure seamless wallet management.
- Perform daily, weekly, and monthly review of all fuel transactions processed via the Wendi App and prepaid debit cards to establish that they were accurately processed and identify any causes for failures
- Identify, investigate, and resolve discrepancies, variances, or anomalies in fuel consumption and payment records.
- Prepare reconciliation reports for management and government clients, ensuring accuracy and timeliness.
- Liaise with the wallet Operations team to ensure all government fuel purchases are correctly posted.
- Escalate any transaction anomalies and issues that are highlighted by stakeholders.
- Act as the dedicated liaison for all fuel-related queries, complaints, and escalations from government Ministries, Departments, and Agencies (MDAs).
- Organise and attend regular review meetings with government stakeholders to discuss account performance and service improvements.
- Build and maintain strong professional relationships with key government contacts to foster trust and long-term partnerships.
- Communicate any system updates, platform changes, or fuel policy adjustments to relevant government clients in a timely manner.
- Coordinate card issuance, renewal, top-ups, and deactivation for government fleet and personnel accounts/Wallets.
- Troubleshoot payment failures, card declines, and app related issues, escalating to the Technology and Operations teams where necessary.
- Ensure compliance with prepaid card programme policies and Wendi App terms of use for all government accounts.

- Coordinate with station managers and field teams to resolve any service disruptions affecting government customers.
- Ensure all Service Level Agreements (SLAs) with government clients are met and documented.
- Proactively highlight any issues that impact the government fuel business and follow through for resolution
- Prepare and submit regular operational and reconciliation reports to management, including dashboards on government fuel performance.
- Support internal and external audits by providing accurate documentation and reconciliation evidence as required.
- Compile weekly and monthly service reports relating to top complaints and their causes plus any other issues affecting the service

### BUSINESS BEHAVIOURS

- **Passion:** Committed to excellence, delivering outstanding results and making a positive impact on our customers and stakeholders.
- **Teamwork:** Collaborates, mutual respect, and diverse perspectives, to achieve shared success and deliver greater value to the Bank.
- **Integrity:** Uphold honesty, transparency, and accountability, ensuring ethical practices in every action.
- **Innovation:** Embrace creativity and forward-thinking, continually seek new solutions to enhance customer experience and drive business growth.

### QUALIFICATIONS, EXPERIENCE AND COMPETENCIES REQUIRED

- Bachelor's degree in any business related field.
- Minimum 2 years of experience in either reconciliation and channels operations
- Prior experience working with government clients or public sector accounts is a strong advantage.
- Familiarity with digital payment platforms, prepaid card programmes, or fintech tools.
- Exceptional communication & interpersonal skills

### THE FOLLOWING DOCUMENTS SHOULD ACCOMPANY THE APPLICATION

- Cover letter, Detailed CV, and Copies of academic documents all as one file.

### MODE OF APPLICATION

- Online applications addressed to **Chief People & Strategy Officer**, Pearl Bank Uganda.
- Send application to [hr@pearlbank.com](mailto:hr@pearlbank.com) with job title as subject.
- Closing Date: **Monday 15<sup>th</sup> June 2026 at 5:00pm.**
- Only shortlisted candidates will be contacted.

**Pearl Bank Uganda Ltd is an equal opportunity employer**