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ROYAL MONETARY AUTHORITY OF BHUTAN

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| Position Title | Support Staff |
| Position Level | SS8 |
| Function | To provide operational and administrative support for the effective functioning of the RMA's core financial infrastructure—specifically in the areas of payment processing, currency operations, and banking transactions. This role supports daily settlement systems, documentation, and coordination tasks necessary to uphold the integrity and efficiency of national financial systems. |
| Location | RMA Main Office, Thimphu |
| Department | DCM and DTCS |
| Employment type | Regular |

Key Roles & Responsibility

A. Payment Systems Support

1. SWIFT Operations

- Manage daily SWIFT operations, including incoming/outgoing payments.
- Route SWIFT messages accurately and serve as help desk for queries.
- Maintain daily and monthly SWIFT reporting and escalate system issues as needed.

2. Asian Clearing Union (ACU)

- Maintain accounts for ACU fund flows, interest, and settlements.
- Reconcile transactions, liaise with stakeholders, and prepare reports.

3. Cheque Truncation System (CTS)

- Provide backup for daily settlement and reporting.

4. Bhutan Financial Switch (BFS) & Debit Authorization (DA)

- Conduct reconciliation and reporting.

5. Bhutan Immediate Real-time Transfer (BIRT)

- Settle and reconcile RTGS, BITS, and BULK payments.

B. Currency and Banking Support (if assigned)

- Assist with cash processing, inventory checks, and issuance or deposit recording.
- Support daily ledger maintenance and data entry for transactions.
- Coordinate logistics for branch shipments or withdrawals.

C. Administrative & Operational Duties

- Maintain transaction logs, reconciliations, and filing systems.
- Assist in preparing departmental reports and summaries.
- Support internal coordination, filing, and logistics.
- Carry out additional administrative duties as assigned.

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| Qualification, experience, knowledge, Skills and Abilities | Qualification Diploma in Accounts/Commercial Accounting, Office Management, or General Management from a recognized institution. |
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| | <p>Knowledge and Skills and Abilities:</p> <ul style="list-style-type: none">• Basic knowledge of accounting or payment processes.• Computer proficiency (MS Office – especially Excel and Word).• Strong organizational and filing skills.• Attention to detail and ability to follow instructions.• Trustworthy and reliable for handling sensitive information and documentation. |
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