S.O.T. SYSTEMS OF TIMOR

S.O.T. Systems of Timor

+67077192122

Rua de Ai Meti Laran, Comoro, Dom Aleixo, Dili

JOB PROFILE

Bank teller / financial-services officer

Kaixa banku / ofisiál servisu finanseiru

Office, finance & administration · ISCO-08 4211

Bank tellers serve customers at the bank counter. They take in and pay out money, handle transfers and bill payments, and keep an exact record of every transaction. The government wants the national commercial bank, BNCTL, to serve more municipalities and administrative posts, including through mobile banking.

TRAIN IN TIMOR	**Certificate II–III** INDMO Financial Services
COURSE LENGTH	**To confirm** No published source yet
IN TIMOR	**To confirm** No demand data for Timor-Leste yet
ABROAD	**No official programme yet** Australia PEV: any job, with a job offer
PAY IN TIMOR	**US$245 / month** Average for all clerical workers (small sample) in Timor-Leste, not this job alone (Labour Force Survey 2021)

WHAT YOU DO

Deposits and withdrawals: Take in cash deposits and pay out withdrawals; Count money carefully and check notes; Process cheques and other bank transactions.

Payments and transfers: Credit and debit customer accounts; Pay bills and send money transfers for customers; Change money from one currency to another.

Records: Record every transaction; Balance your cash drawer at the end of the day; Find and sort out any difference.

At the counter: Deal directly with customers who come to the counter; Take card payments and money orders; At a post office counter: take mail and sell stamps.

Based on the ILO description of ISCO-08 unit group 4211, Bank tellers and related clerks.

WHERE YOU WORK

Banks (Branches in Dili and the municipalities); Microcredit & credit unions (The government wants them to reach more people); Money changers & post counters (Also listed by the ILO).

You work indoors at a counter, mostly during opening hours. You handle a lot of money, so you must be careful and honest every day.

The 2022 Census counted 1,254 people working in finance and insurance: 770 men and 484 women. This counts everyone in the sector, not only tellers.

In Timor-Leste the financial sector is mainly banks. The government plans a Development Bank and wants the National Bank of Commerce (BNCTL) to grow in the municipalities.

IS IT FOR ME?

You are good at: Counting and basic maths, Careful, exact work, Being honest, Using a computer, Being polite with customers.

You like: Numbers, Helping people, Clear rules, Office work.

You must keep calm when the queue is long and stay honest with every cent.

TRAIN FOR IT IN TIMOR-LESTE

- **Certificate II in Financial Services** · INDMO national certificate
- **Certificate III in Financial Services** · INDMO national certificate
- **Finance Management, Dili Institute of Technology** · School of Business and Management. Degree level to confirm.

Course length, fees and which centres teach the certificates: to confirm with INDMO and DIT. The directory never shows a number without a source.

WHERE IT LEADS

- **Cashier** · Handling money in a shop (ISCO 5230)
- **Bank teller** · Certificate II, then III in Financial Services
- **Accounting clerk** · Office work with accounts (ISCO 4311)
- **Finance officer or accountant** · University study such as Finance Management

WORK ABROAD, SAFELY

- **Australia: Pacific Engagement Visa** · No official programme recruits Timorese bank tellers for work abroad yet. Australia's Pacific Engagement Visa allows any occupation, but you need a job offer from an Australian employer first.

Never pay a fixer. Join only through SEFOPE, the Timor-Leste government office for work abroad. No one can sell you a place, and a real overseas job never asks you for a recruitment fee.

SOURCES

1. ILO, ISCO-08 unit group 4211 Bank tellers and related clerks https://www.ilo.org/public/english/bureau/stat/isco/isco08/
2. APTC, Timor-Leste Skills Strategy 2022, Annex I (INDMO qualification titles, Administration Finance and IT) https://24045200.fs1.hubspotusercontent-na1.net/hubfs/24045200/Files/Timor-Leste%20Skills%20Strategy%202023.pdf
3. Dili Institute of Technology programmes (Finance Management, School of Business and Management) https://www.dit.edu.tl
4. Programme of the IX Constitutional Government 2023–2028 (18 Jul 2023), §5.2 Financial Sector https://timor-leste.gov.tl/wp-content/uploads/2023/07/EN-Programa-IX-Governo.pdf
5. INETL with ILO, 2022 Census Thematic Report on Labour Force (Oct 2024), Figure 3: employment by industry and sex https://www.laohamutuk.org/DVD/DGS/Cens22/241203INETLThematic-report-labour-force_2022.pdf
6. Pacific Engagement Visa: any occupation, job offer needed (employer fact sheet 2025) https://pev.gov.au/sites/default/files/2025-02/PEV%20for%20Employers%20Fact%20Sheet_2025.pdf
7. Labour Force Survey 2021, Table 29: average monthly wage of employees by occupation group https://www.ilo.org/sites/default/files/wcmsp5/groups/public/%40asia/%40ro-bangkok/%40ilo-jakarta/documents/publication/wcms_863064.pdf

From the Servisu jobs directory. Every figure has a source; "to confirm" means none yet. http://servisu.oftimor.com/jobs-directory/bank-teller-financial-services-officer/?lang=en