



EMPLOYMENT OPPORTUNITY

Bank of the Bahamas Limited, the institution of first choice in the provision of financial services, seeks to identify suitable candidates for the position of:

BRANCH MANAGER

Key responsibilities:

Client Satisfaction

- Coaches the sales and service teams to consistently deliver a superior client experience by demonstrating the Service Excellence standards at every point of contact with all clients;
- Leads in the implementation of client discovery and financial advice strategies;
- Demonstrates the essentials of superior customer service by developing a client contact and retention strategy;
- Coaches the Sales Team on client contact and retention strategies;

Cross Enterprise Referrals.

- Builds product and service knowledge of Bank of The Bahamas Limited members for referral success;
- Proactively develops, maintains and strengthens relationships with Business Partners with a view to providing solutions that meet the financial needs of our clients;
- Oversees, in close collaboration with Business Support, the branch service(operations) procedures and their integration with the services provided by Business Support
- Represents BOB at key public/community events and develops relationships with key COIs.

Employee Capability & Engagement

Sales & Service Leadership

- Responsible for embedding and sustaining a consistent execution of the sales process in all client interactions;
- Facilitates weekly sales meetings;
- Holds formal coaching sessions with the Sales Team focusing on sales activities;

Develop Staff

- Reward and recognize employees in line with the BOB Performance program;
- Leads Performance Management through regular reviews and on-going coaching discussions of the Performance Management Document;

Business Performance

Sales Performance

- Takes primary responsibility for execution of the branch sales goals around mortgage, loans & overdrafts, credit cards, investment and deposit accounts
- Coaches Sales Team to deliver the full BOB product suite to drive solutions and balance growth.

Credit Quality & Operational Risk

Credit Effectiveness

- Ensures strict adherence to sound risk management and portfolio quality standards;

Operational Risk

- Takes responsibility for ensuring the knowledge level of employees around operational risk and regulatory requirements meets position requirements.
- Coaches team to ensure processes/controls are in place & being followed including the areas of account openings, cash and custody, internal accounts;
- Adherence to Regulatory Compliance Guidelines, AML/ATF and Bank policies and procedures for all products and services and customer transactions by:
 - Apply the Know Your Customer (KYC) requirements
 - Confirming accuracy of existing and updating KYC information as applicable
 - Ensuring bank and customer information is kept secure and confidential at all times
 - Monitoring account activity, documenting and investigating significant or unusual transactions.

Minimum Requirements:

- Bachelor's Degree and Accounting background
- 5 or more years' experience in Operations of the Bank
- 5 years Credit experience within the Bank
- In-depth knowledge of governmental laws and Bank policy, regarding credit and financial transactions to ensure branch operations are in order and comply, including RPC policies, current

Financial Transactions Reporting Act, Bank and Trust Act, FATF Act to coach staff and ensure all branch operations are in compliance

- Detailed knowledge of Bank policies and procedures and services to appropriately direct and give guidance to associates and customers
- Strong supervisory/ managerial skills
- Proficiency in the use of the Microsoft Office suite of products.
- Excellent organization, oral and written communication skills

Benefits include: Competitive salary commensurate with experience and qualifications; Group Medical (includes dental and vision) and life insurance; pension scheme.

Interested persons should apply no later than **September 30th, 2021** to:

Email: hr.apply@bankbahamas.com