



## 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:

### **Assistant Manager, Service Freeport Branch**

#### **Key responsibilities:**

- Ensuring staff levels are scheduled to coincide with known traffic/activity patterns in the branch;
- Ensuring Customer Service Representatives interactions with customers are regularly monitored to identify gaps in functional competencies on transaction processes and product knowledge and record for reference in coaching sessions;
- Being available to authorize transactions above limits, and arrange cover for authorizations as necessary;
- Ensuring ABM(s) are serviced & stocked daily & maintained operational at all times except for technical problems
- Ensuring service wait times are tracked & recorded and make recommendations to adjust scheduling where warranted.
- Taking responsibility for customers' concerns/ complaints by resolving those matters within discretion, to the customer's satisfaction or by referring the customer to the next appropriate level of authority.

#### **Minimum Requirements:**

- Strong supervisory skills to manage staff, build teamwork, coach direct report supervisors, and ensure the branch operates smoothly;
- In-depth knowledge of branch and Bank policies, procedures and Bank services in own department to appropriately direct and give guidance to associates and customers (See Addendum);
- Core analytical and math skills to compile data, analyze department performance and report to branch management in assigned area (See Addendum);
- Uses judgment to interpret laws and policies and to provide guidance and ensure compliance;
- Strong oral and written communication skills to interact with staff and the general public, to prepare appropriate correspondence, and to compile and present reports;
- working knowledge of computers to use Bank network and its core banking applications, to access data, prepare correspondence (e.g., MS Word), generate reports, (e.g., MS Excel), and to respond to email as necessary;
- Associates degree in business management or accounting, plus three (3) to five (5) years' experience in a banking environment.

**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 **Thursday, April 29<sup>th</sup>, 2021** to:  
**Email: [hr.apply@bankbahamas.com](mailto:hr.apply@bankbahamas.com)**