



## 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:

### Coordinator, Branch Operations

#### Key responsibilities:

- Proactively manages Senior Manager, Branch Operation's calendar, including requests for appointments, and prioritizes competing interests. Duties may also include scheduling appointments for the Senior Manager, Branch Operations and other Branch Operations management members,
- May attend various meetings as proxy on an as-needed basis.
- Liaises with various units and branches to gather data to translate their findings into easy-to-understand reports or presentations for management.
- Builds dashboards and various Branch Operations reports as requested by the Senior Manager of Branch Operations.
- Conducts investigations relative to customer queries, as well as potential losses.
- Assists with gathering accurate and complete documentation for investigations.
- Provides suggestions and recommendations to the Senior Manager, Branch Operations to effectively and efficiently maintain Branch operations.
- Assists in ensuring delivery systems, position/authorities, established policies & procedures are in place as well as effectively and consistently utilized.
- Assists with coordinating the follow-up on branch audit, risk and compliance reports.
- Performs follow-up on outstanding documentation/information to ensure that commitments made to Bank partners by the Branch Operations Team are met.
- Completes and submits Branch Operations Unit Human Resources reports monthly to the Human Resources Department.
- Maintains Branch organizational charts and advises the Manager, Branch Operations & Senior Manager, Branch Operations of vacancies that need to be filled within the approved branch complement.
- Assists with the timely completion of the Branch Operations Unit - Operational Risk Assessments, highlighting all moderate and high risks identified.
- Prepares monthly, quarterly, and annual reports for submission to the Senior Manager of Branch Operations and Operational Risk Unit (for example operations revenue, BCP, Cash Holdings Trends, etc.
- Serves as the units Requisitioner in AccPac.

#### Minimum Requirements:

- Ability to be able to prioritize in a fast pace environment and requiring minimal supervision.
- In-depth knowledge of branch and Bank policies, procedures and Bank services to appropriately direct and give guidance to associates and customers.
- Strong oral and written communication skills to interact with staff, the general public, and to prepare appropriate correspondence and compile and present reports, procedural documents, and provide effective training.
- Core analytical and math skills to compile data relative to unit.
- 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.
- Five (5) or more years of experience in Bank Operations.

**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 **November 1<sup>st</sup>, 2021** to:

**Email: [hr.apply@bankbahamas.com](mailto:hr.apply@bankbahamas.com)**