



## 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:

### Customer Care Representative

#### Key responsibilities:

- Provides professional, responsive customer service to inbound client calls, assisting clients with their immediate financial needs and processing requests in a timely manner
- Acts as the first point of contact for the Card Centre ensuring that customers are identified through the security verification procedure standards
- Receives requests through electronic mail box and forwards same to appropriate support personnel for processing
- Recommends products and services and/or shares information with clients to meet their immediate financial needs
- Provides superior, responsive execution and delivery of client transactions
- Provides maintenance to customer's accounts as needed i.e. reset PINs, make cards inactive, activate accounts, place lost/stolen status, place notes on accounts etc.
- Communicates with customers to verify transactions on Visa Cards
- Provides merchant authorization assistance
- Supports business unit sales initiatives by assisting with marketing missions and contacting customers relative to new products and services

#### Minimum Requirements:

- Associates Degree in a Business Area or ABIFS Certificate
- 2 years banking experience
- Friendly and professional telephone skills
- Broad knowledge of the bank's products and services
- In-depth knowledge of the bank's operational policies and procedures
- Knowledge of AML and Compliance procedures
- Strong interpersonal skills
- Ability to work as part of a team
- Ability to work shift
- Proficient in Microsoft Office

**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 **October 28<sup>th</sup>, 2021** to:

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