



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:

Merchant Technical Support Officer

Key Responsibilities:

- Completes Merchant Onboarding process through deployment of devices;
- Installs and services merchant terminals;
- Assists in the resolution (merchant) queries and technical problems, in line with Service Level Agreement/according to business standards;
- Responsible for training merchants on the use of Point-of-Sale terminals;
- Escalates complex matters to the Senior Technical Support & Relationship Officer;
- Ensures merchant premises are outfitted with card decals;
- Ensure merchant files are properly maintained and records are properly managed;
- Assists in monitoring the Fraud Control Tool in Web Suite
- Responsible for Daily Settlement Files upload
- Responsible for directly liaising with IT for the resolution of any settlement file errors;
- Performs schedule checks on merchant devices;
- Provides the 24-hour on call assistance for technical issues to merchants;
- Responsible for logging all technical issues and customer complaints received;
- Completes Service Maintenance form for any maintenance performed or new service;
- Assists Management in market research and information gathering relative to updates of new products and devices;
- Recommends process improvements; and
- Proactively markets the Merchant Services product to new and existing business customers as part of an ongoing customer visitation program;
- Assists in daily entry postings
- Ensures all inventory has been properly logged prior to deployment and upon receipt of returned devices

Minimum Requirements:

- Possess an Associate's Degree in Business Management / Administration or equivalent
- Minimum 3-4 years banking experience, preferably with Card acquiring / issuing experience
- Strong organizational skills including management of time;
- Knowledge of banking laws and association rules and regulations GRMS;
- Strong oral and written communication skills;
- Excellent professional etiquette and interpersonal skills;
- Strong analytical skills and attention to detail
- Works well under pressure
- Proficient in MS-Office suite of products, esp. Word and Excel;
- Familiarity with bank reporting software
- Willingness to be flexible and multi-task;
- Ability to work independently and as part of a team.

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

We thank all applicants for their interest, however only those candidates selected for interviews will be contacted.

Interested persons should apply no later than **March 2nd, 2023** to:

Email: hr.apply@bankbahamas.com