



## 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:

### **Senior Service Representative – Eleuthera Branch**

#### **Key Responsibilities:**

- Initiating customer interaction with a prompt and friendly greeting, using their name at least twice during session, projecting a professional attitude and an eagerness to serve the customer
- Listening to the customer's needs to ensure you understand the details, asking questions to clarify as required and confirming your understanding;
- Providing clear, relevant information covering what service steps are involved and the time frames involved;
- Striving to fully satisfy the customer's needs, referring them to another officer/supervisor only when different skills/ knowledge are required, ensure the customer understands the benefits to them of the referral, and follow through with the customer to ensure a satisfactory conclusion was reached;
- Taking full responsibility for all customers enquiries/concerns/complaints directed to him/her by resolving those matters within his/her discretion, to the customer's satisfaction or referring the customer to the next appropriate level of authority;
- Finalizing the interaction, ensuring accurate processing, posting, balancing and checking within assigned limits,
- Closing the transaction by confirming all customer needs have been met and thanking them for their business
- Showing respect for the needs of others by listening to understand their needs and attempting to find compromise in conflicts using the complaint resolution process where appropriate;
- Presenting straightforward responses to customers and staff on difficult customer requests;
- Maintaining your knowledge of transactional processes and product information necessary to provide quality service.

#### **Minimum Requirements:**

- In-depth knowledge of specific branch and bank policies, procedures and bank services to appropriately sell the Bank's services and direct and service customers;
- Knowledge of specific governmental and banking laws regarding improper practices such as money laundering and suspicious transactions;
- Basic math skills to count/ dispense denominations of money, and to perform the balance process and to adhere to established drawer limits;
- Working knowledge of computers to use bank network/ its core banking applications and to respond to email as necessary;
- Oral and written communication skills to interact with customers and associates, and to document information on forms;
- Ability to provide speed and accuracy in completing a variety of different activities in a fast-paced environment;
- Ability to work as a team member with other branch staff;
- Ability to operate a variety of office equipment, including computer, calculator, printer, fax machine, photocopier, and money counter;
- Associates degree, or Institute of Financial Services Certificate.
- The work involves a variety of tasks, most of which are repetitive and routine; however, there is a degree of security awareness and personal risk involved due to the nature of cash in the environment

**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 **April 28<sup>th</sup>, 2023** to:

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