



## **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:

### **Data Processing Associate**

#### **Key Responsibilities:**

- Input new applications with 100% accuracy, ensuring that all applications are properly authorized prior to posting signed and dated after input.
- Input Social Services new applications and replacements with accuracy, ensuring that these are properly authorized prior to posting, signed and dated after input.
- Manage, print and process all requests forwarded from the branches to the Card Operations email box.
- Process rejected items listed on the exception log by 11:00 am daily.
- Input limit increases with accuracy, ensuring that limits increases are properly authorized prior to posting and signed and dated after input.
- Authorize card loads in Visa Interface and post loads accurately to the customer's account with 100% accuracy, ensuring that all entries are signed and dated.
- Input all service charge fees to customer account with accuracy, ensuring that information is properly authorized prior to posting and signed and dated after input.
- Process reversals and correcting entries requested by the branches with accuracy, ensuring that these are properly authorized prior to posting and signed and dated after input.
- Handle all Branch/customer queries, ensuring that accurate information is disseminated to the team lead, internal and external customers, in a fast and efficient manner.
- Manage customer complaints to a minimum, ensuring complaints are logged, sent to the Team lead and resolved in a timely manner.

#### **Minimum Requirements:**

- Associate degree or equivalent certification from BIFS.
- Ability to pay attention to detail.
- Excellent oral and written communication skills.
- Ability to make decisions quickly and to work independently where required.
- Ability to analyze data and draw appropriate conclusions that improves work efficiency.
- Friendly and professional telephone skills
- Excellent ability in multi-tasking.
- Sound computer skills.

**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 **December 1, 2023** to:

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