



External Job Posting

Supervisor, Customer Service

The Bank of The Bahamas Limited, a premier provider of financial services in the region, is dedicated to excellence and innovation in banking. We are seeking an experienced **Supervisor** to join our growing team and drive the expansion of the Bank's presence within the corporate segment.

Position Overview: The **Supervisor, Customer Service** contributes to the Branch's success by ensuring high-quality service at the Customer Service Representative counter. This is achieved by setting challenging yet attainable goals with each representative and providing continuous monitoring, coaching, and performance feedback to motivate desired behaviors.

You are responsible for the collective goals of your customer service and administrative support team. This includes ensuring excellent service to both customers and bank staff, driving sales and referrals, and meeting personal objectives related to teamwork and professional development. Additionally, you will contribute to the efficient delivery of services through your daily interactions with customers and colleagues.

Key Responsibilities:

- Greet and interact with customers in a warm, professional manner.
- Listen actively to customer needs, provide clear and accurate information, and ensure full resolution of inquiries or concerns.
- Ensure all transactions are processed accurately and efficiently, closing each interaction with appreciation for the customer's business.
- Conduct risk and control testing in accordance with bank policies and procedures, adhering to best practices.
- Monitor and coach Customer Service Representatives (CSRs) to meet service standards.
- Manage branch resources and scheduling to align with customer traffic patterns.
- Educate customers about alternative banking channels and cost-effective services.
- Identify and refer opportunities to Sales or Corporate teams.
- Set and track service and sales goals with CSRs and branch management.
- Support CSRs in identifying and referring opportunities for additional banking services.
- Follow operational and security procedures to ensure the branch runs smoothly.
- Safeguard customer information and security access tools (e.g., keys, passwords).
- Ensure compliance with regulatory policies including KYC and AML/CTF standards.
- Monitor and control cash movement, including vault operations and cash shipments.
- Act as a joint custodian for cash and negotiable instruments.
- Provide regular coaching, performance feedback, and growth opportunities.
- Foster a collaborative and respectful team culture.

Minimum Qualifications & Experience:

- Associate degree, or Institute of Financial Services Certificate, and two (2) to three (3) years in an operations position in the banking environment.
- In-depth knowledge of Bank services, policies, and procedures.
- Strong core mathematical skills.
- Supervisory skills to explain expected standards and provide ongoing coaching and performance feedback.
- Oral and written communication skills to interact with customers and associates.
- Analytical capability to audit work performance to standards, troubleshoot exceptions, and resolve customer problems.
- Knowledge of governmental and banking laws regarding improper practices such as money laundering and suspicious transactions.
- Working knowledge of computers to utilize the bank's network and core banking applications.
- Ability to work as a team member with other branch staff.
- Ability to operate a variety of standard banking office equipment, including computer applications, printer, fax machine, photocopier, money counter, and other equipment.

Why Join Us?

- Be part of a high-performing team that values innovation and excellence.
- Competitive salary, performance-based incentives, medical insurance (including life, dental, and vision), and a robust pension plan.
- Be part of a team that values your expertise and invests in your success!

Deadline to Apply: Friday, June 13, 2025 at 4:30pm.

Application Submission: Please email your application to hr.apply@bankbahamas.com.