



External Job Posting

Relief Customer Service Representative I Andros (Mangrove Cay & Kemps Bay) Branch

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 a **Relief Customer Service Representative I** to join our growing team and drive the expansion of the Bank's presence within the corporate segment.

Position Overview: The **Relief Customer Service Representative I**, as a member of the branch team, you are responsible for contributing to your branch's overall success by effectively serving Personal and Small Business Customers' in-branch and telephone inquiries and needs. Success will be achieved through meeting the goals negotiated with your supervisor. These assigned goals include specifics on assisting with customer inquiries and service activity goals, set-up of alternative delivery services, referrals for Bank products, along with other objectives related to teamwork and personal development. You are responsible for contributing to the provision efficient service through your daily interactions with our customers and other employees.

Key Responsibilities:

- Initiate each customer interaction with a prompt and friendly greeting, addressing the customer by name at least twice during the session, and projecting a professional attitude with an eagerness to serve.
- Take full responsibility for all customer inquiries, concerns, or complaints
- Count and verify legitimate currency and coin for deposits and withdrawals, ensuring all necessary deposit documents are properly completed and due diligence is conducted with each transaction.
- Act as a joint custodian for cash and securities, including Branch Treasury, ATMs, negotiable instruments, and cards, adhering to custody and security procedures and ensuring familiarization with all applicable policies and procedures.
- Process withdrawals and deposits within limits as per applicable policy, and issue and liquidate (payout) telephone transfers accurately and efficiently.
- Process foreign currency sales in accordance with Central Bank Delegated Authority and Bank Policy, ensuring compliance and accuracy.
- Process outgoing local wires and accept requests from foreign currency wires for further transfer to the Business Support Unit for processing, ensuring timely and accurate transactions.
- Issue drafts and manager's cheques as requested, and be responsible for posting various journal entries, including night deposit fees, annual fees, and card service fees.
- Apply the Know Your Customer (KYC) requirements, including verifying and documenting customer identity, sources of funds/wealth, and the nature of the activity to be undertaken, ensuring compliance with Anti-Money Laundering (AML) and Counter-Terrorist Financing (CTF) policies.

Minimum Qualifications & Experience:

- Institute of Financial Services Certificate or one (1) year of banking experience in customer services.
- In-depth knowledge of specific branch and bank policies, procedures, and bank services to appropriately direct and service customers.
- Knowledge of specific governmental and banking laws regarding improper practices such as money laundering and suspicious transactions.
- Basic accounting/math skills to count denominations of money and to perform reconciliation processes.
- Working knowledge of computers to use bank network and 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 manage time.
- Ability to work as a team member with other branch staff.
- Proficient in operating a variety of office equipment, including computers with Microsoft Office applications, calculators, printers, and photocopiers.

Why Join Us?

- Be part of a high-performing team that values innovation and excellence.
- Be part of a team that values your expertise and invests in your success!

Deadline to Apply: Tuesday, July 8 2025, at 4:30pm

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