



External Job Posting

Teller Supervisor 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 an experienced **Teller Supervisor** to join our growing team and drive the expansion of the Bank's presence within the corporate segment.

Position Overview: The **Teller Supervisor** is responsible for contributing to the branch's overall success by controlling the quality of the customer service experience at the teller counter. Success will be achieved through negotiating challenging but achievable goals with each teller, and providing ongoing monitoring, coaching and performance feedback throughout the year to motivate the desired behaviors.

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

Key Responsibilities:

- Greet customers promptly and professionally.
- Ensure Customer Service Representatives (CSRs) consistently follow service standards.
- Assist in implementing strategies to achieve team goals; monitor performance, report results to management monthly, and adjust strategies as needed.
- Support CSRs in customer interactions to identify service needs, set up appropriate solutions, and refer sales opportunities using established referral processes.
- Conduct and document monthly team update meetings.
- Ensure accurate processing and maintenance of daily customer and management-initiated transactions.
- Verify the accuracy, completeness, and authorization of transactions; document and follow up on any errors.
- Monitor CSR performance regularly and complete performance appraisals as required.
- Supervise and support the development of junior employees.
- Monitor and manage branch cash holdings to ensure compliance and accuracy.
- Apply KYC requirements by verifying and documenting customer identity, source of funds, and the nature of transactions.
- Maintain strict confidentiality and security of all bank and customer information.
- Document and escalate unusual or potentially fraudulent activity in line with the Bank's AML guidelines.
- Identify potential sales opportunities and refer them to the branch sales team.

Minimum Qualifications & Experience:

- An Associate degree or Institute of Financial Services Certificate, with a minimum of three (3) to five (5) years of banking experience in a related area.
- In-depth knowledge of bank services, policies, and procedures relevant to the assigned area.
- Solid math skills to perform tasks accurately in the assigned function.
- Strong supervisory and analytical skills.
- Excellent verbal and written communication skills.
- Knowledge of banking and governmental regulations related to improper practices such as money laundering and suspicious transactions.
- Working knowledge of computers, including the bank's core systems and software such as MS Word, MS Excel, and email.
- Ability to work effectively both independently and as part of a team.
- Strong interpersonal skills with the ability to build positive relationships.
- Proficiency in operating standard banking equipment, including computers, printers, photocopiers, money counters, and other tools specific to the role.

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: Tuesday, July 8, 2025 at 4:30pm.

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