



External Job Posting

Senior Teller

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

Position Overview: The **Senior Teller** is responsible for contributing to the branch's overall success by achieved by achieving negotiated goals through the identification and fulfilment of customers' service needs. These assigned goals include meeting specific customer service activity targets, promoting alternative delivery services, and facilitating other related Bank Retail Products and Services. Success in this role is supported by continuous monitoring, coaching, and performance feedback throughout the year, aimed at motivating desired behaviors within the service team. Additionally, the Senior Teller is responsible for ensuring efficient service delivery through daily interactions with customers and collaboration with employees.

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.
- Identify and act on sales opportunities by referring customers to the appropriate branch staff.
- Achieve personal referral targets and contribute to the overall business objectives of the branch team.
- Promote the Bank's products, services, and alternative delivery channels to enhance customer satisfaction.
- Act as a joint custodian for cash and securities, including treasury, ATM, and Cash Recycling Unit (CRU).
- Complete reconciliations for ATM, CRUs, and treasury as per Cash Administration Policy.
- Assist with the preparation of branch cash orders and shipments.
- Complete various reports, including daily branch cash holdings and ATM reports.
- Assist with the completion of the Branch Cash Analysis Report monthly.
- Assist with the reconciliation of Cheque Clearing General Ledger (GL) daily.
- Assist in the ongoing monitoring, coaching, and performance feedback to motivate desired behaviors within the service team.
- Ensure compliance with regulatory policies including KYC and AML/CTF standards.
- Secure the cash vault, including opening and closing procedures.

Minimum Qualifications & Experience:

- Associate degree, or Institute of Financial Services Certificate
- In-depth knowledge of Bank services, policies, and procedures.
- Basic mathematical skills.
- Oral and written communication skills to interact with customers and associates.
- Knowledge of governmental and banking laws regarding improper practices such as money laundering and suspicious transactions.
- Ability to provide speed and accuracy in a fast-paced environment.
- 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: Tuesday, July 8, 2025 at 4:30pm.

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