



External Job Posting

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

Position Overview: The **Senior Service Representative**, as a member of the branch team, is responsible for contributing to the branch's overall success by meeting negotiated goals through the identification and fulfillment of customers' service needs. These goals include specific customer service activity targets, referrals to alternate delivery services, and promotion of other related Bank retail products and services. Success will be achieved by assisting in the ongoing monitoring, coaching, and performance feedback throughout the year to motivate the desired behaviors within the service team. The Senior Service Representative is also responsible for contributing to the provision of efficient service through daily interactions with customers and fellow employees.

Key Responsibilities:

- Provide every customer with respectful, knowledgeable service that makes them feel welcome and valued.
- Strive to fully meet customer needs, referring them only when necessary, explaining the benefit of the referral, and following up to ensure a satisfactory outcome.
- Take full responsibility for resolving customer enquiries or complaints within your discretion or refer to the appropriate authority if needed.
- Interact with customers and other team members.
- Identify and open deposit accounts based on the customer's transactional needs.
- Assess customer needs and recommend appropriate solutions.
- Ensure all customer documentation is accurate, complete, and compliant with policy.
- Use the Bank's referral process when identifying opportunities for additional products or services.
- Apply Know Your Customer (KYC) requirements, including verifying and documenting customer identity, source of funds/wealth, and the nature of their activity.
- Document and escalate unusual occurrences or suspected fraud to the Compliance Officer/Supervisor, as per AML guidelines.
- Act as a joint custodian for cash and securities, including treasury, ATM, CDU, CRU, and safekeeping items such as negotiable instruments and keys.
- Adhere to all custodial and security procedures, especially those related to cash handling, keys, combinations, and cash shipments.
- Complete various reports, including Branch Cash Holdings and ATM reports (daily).
- Assist with the completion of the Branch Cash Analysis Report (monthly).
- Assist with the daily reconciliation of the Cheque Clearing General Ledger.

Minimum Qualifications & Experience:

- An Associate degree or Institute of Financial Services Certificate required.
- In-depth knowledge of branch operations, bank policies, procedures, and services.
- Knowledge of banking and governmental laws related to money laundering and suspicious transactions.
- Oral and written communication skills to interact with customers and complete documentation.
- Basic math skills to count and dispense cash, perform balancing, and maintain drawer limits.
- Working knowledge of computers and core banking applications; ability to respond to email.
- Ability to perform tasks with speed and accuracy in a fast-paced environment.
- Strong team player with the ability to work collaboratively with branch staff.
- Proficient in operating office equipment (e.g., computer, calculator, money counter, printer, photocopier, fax).
- Security awareness and understanding of risks related to regular handling of cash and routine tasks.
- Team leadership skills to train others and ensure duties are performed to standards.

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: Thursday, July 17, 2025 at 4:30pm.

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