



External Job Posting

Relationship Manager, Centralized Mortgage Center

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 **Relationship Manager**, to join our growing team and drive the expansion of the Bank's presence within the financial market.

Position Overview: The **Relationship Manager, Centralized Mortgage Center**, is responsible for contributing to the overall success of the branch. This includes meeting financial objectives related to the profitable growth and retention of both your individual and your team's assigned retail business portfolio, as well as achieving other objectives related to customer service, human resource management, and operational effectiveness.

Success will be achieved through negotiating challenging but achievable goals with your sales team, while providing ongoing monitoring, training, coaching, and performance feedback throughout the year to motivate the desired behaviors. You are also responsible for contributing to the delivery of efficient service through your daily interactions with customers and employees.

Key Responsibilities:

- Lead, coach, and motivate the sales team by setting clear targets, facilitating meetings, and driving performance.
- Drive mortgage growth and retention by achieving sales and portfolio objectives while building long-term client relationships.
- Deliver exceptional customer service through a needs-based approach, ensuring interactions meet Bank standards and concerns are resolved promptly.
- Ensure compliance and risk management by adhering to AML/KYC requirements, monitoring account activity, and maintaining strong audit controls.
- Review and approve credit applications within policy limits, ensuring proper collateral management and portfolio quality.
- Oversee branch operations and performance including budgets, staffing, and resource alignment to optimize efficiency and profitability.
- Develop and support staff through mentoring, coaching, and performance appraisals, fostering accountability and continuous improvement.

Minimum Qualifications & Experience:

- Associate's degree in Business Management or Accounting, with three (3) to five (5) years of sales experience in a banking environment.
- Strong supervisory skills to manage staff, build teamwork, coach direct-report supervisors, and ensure smooth branch operations.
- In-depth knowledge of branch and bank policies, procedures, and services to appropriately guide associates and customers.
- Strong analytical and mathematical skills to compile data, analyze departmental performance, and report findings to branch management.
- Sound judgment to interpret laws and policies, provide guidance, and ensure compliance.
- Excellent oral and written communication skills to interact with staff and the public, prepare correspondence, and compile and present reports.
- Proficiency in computers, including use of the bank's core banking applications, MS Word, MS Excel, and email systems to access data, prepare documents, generate reports, and communicate effectively.

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: Wednesday, September 17, 2025 at 4:30pm.

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