



External Job Posting

Senior Assistant Manager, Business Support Unit

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

Position Overview:

The **Business Support Unit** provides essential support to Branches and other Units across the Bank, ensuring the timely and accurate processing of customer transactions. Given the time-sensitive nature of these activities, the Unit plays a critical role in upholding the highest standards to safeguard the Bank's success and minimize risk exposure.

The **Senior Assistant Manager, Business Support Unit** is responsible for leading the Unit to deliver efficient and accurate transaction processing in line with Bank standards, policies, and regulatory requirements. The role includes overseeing staff performance, ensuring compliance, and providing relief and support to other key roles within the Unit as needed.

Key Responsibilities:

- Lead and manage the Business Support Unit to ensure efficiency, timely service, and adherence to service level agreements.
- Oversee daily reconciliation processes, suspense account clearance, and ensure compliance with banking policies, procedures, and regulatory requirements.
- Supervise, coach, and mentor staff, fostering professional growth, succession planning, and strong team performance.
- Manage staff schedules, leave, and performance appraisals to ensure coverage and compliance with HR policies.
- Prepare and submit accurate statistical, operational, and regulatory reports for senior management, Central Bank, and auditors.
- Monitor and resolve customer queries, operational risks, and audit findings in a timely and effective manner.
- Authorize high-value transactions and support operational processes, including wire transfers, journal entries, and online banking activities.
- Collaborate with other Units and provide relief or assistance in key roles when necessary.

Minimum Qualifications & Experience:

- Bachelor's degree or equivalent; or minimum five (5) to ten (10) years of professional experience in branch operations.
- Proven leadership skills with the ability to train, coach, and manage a large team, while effectively handling conflict.
- Strong accounting, analytical, and problem-solving skills with keen attention to detail, speed, and accuracy.
- In-depth knowledge of banking systems, policies, and operations, with the ability to quickly grasp and process complex information.
- Excellent organizational, multi-tasking, and time management skills to ensure deadlines and service standards are met.
- Strong interpersonal, oral, and written communication skills, with the ability to build effective relationships across all levels.
- Proficient in Microsoft Office applications and experienced in operating standard office 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: Thursday, September 18, 2025 at 4:30pm.

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