



EMPLOYMENT OPPORTUNITY

Bank of the Bahamas Limited, the institution of first choice in the provision of financial services, seeks to identify suitable candidates for the position of:

CUSTOMER SERVICE REPRESENTATIVE I (FREEPORT)

Key responsibilities:

- Initiates customer interaction with the Bank approved prompt and friendly greeting, using the customer name at least twice during session, projecting a professional attitude and an eagerness to serve the customer.
- Listens to the customer's needs to ensure you understand the details, asking questions to clarify as required and confirming your understanding.
- Provides clear, relevant information covering what service steps are involved and the time frames involved.
- Strives to fully satisfy the customer's needs, referring them to another officer/supervisor only when different skills/ knowledge are required, ensure the customer understands the benefits to them of the referral, and follow through with the customer to ensure a satisfactory conclusion was reached.
- Takes full responsibility for all customer's enquiries/concerns/complaints directed to him/her by resolving those matters within his/her discretion, to the customer's satisfaction or referring the customer to the next appropriate level of authority.
- Finalizes the interaction, ensuring accurate processing, posting, balancing and checking within assigned limits, and close the transaction with appreciation by confirming all customer needs have been met and thanking them for their business.
- Counts and verifies legitimate currency and coin for deposit and withdrawals.
- Ensures that all necessary deposit documents are in proper order.
- Ensures due diligence is completed with each transaction completed.
- Adheres to custody and security procedures.
- Ensures familiarization with all applicable policies and procedures;

Minimum Requirements:

- Basic math skills to count/ dispense denominations of money, and to perform the balance process and to adhere to established drawer limits.
- Working knowledge of computers to use bank network/ its core banking applications and to respond to email as necessary.
- Oral and written communication skills to interact with customers and associates, and to document information on forms.
- Ability to provide speed and accuracy in completing a variety of different activities in a fast-paced environment.
- Ability to work as a team member with other branch staff.
- Ability to operate a variety of office equipment, including computer, calculator, printer, fax machine, photocopier, and money counter.
- Associates Degree or Institute of Financial Services Certificate.
- The work involves a variety of tasks, most of which are repetitive and routine; however, there is a degree of security awareness and personal risk involved due to the nature of cash in the environment.

Benefits include: Competitive salary commensurate with experience and qualifications; Group Medical (includes dental and vision) and life insurance; pension scheme.

Interested persons should apply no later than **January 31st, 2022** to:

Email: hr.apply@bankbahamas.com