



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:

SUPERVISOR, CUSTOMER SERVICE (FREEPORT BRANCH)

Key responsibilities:

- Initiating customer interaction with a prompt and friendly greeting, using their name at least twice during session.
- Projecting a professional attitude and an eagerness to serve the customer.
- Listening to the customer's needs to ensure you understand the details, asking questions to clarify as required.
- Providing clear, relevant information covering *what* service steps are involved, and the time frames involved.
- Striving to fully satisfy the customer's needs, referring them to another officer/supervisor as required.
- Following through with the customer to ensure a satisfactory conclusion was reached.
- Taking full responsibility for all customers enquiries/concerns/complaints directed to you.
- Resolving matters within your discretion, to the customer's satisfaction or referring the customer to the appropriate officer.
- Finalizing the interaction, ensuring accurate processing, posting, balancing and checking within assigned limits.
- Closing the transaction by confirming all customer needs have been met and thanking them for their business.
- Showing respect for the needs of others by listening to understand their needs and attempting to find compromise in conflicts using the complaint resolution process where appropriate.
- Presenting straightforward responses to customers and staff on difficult customer requests; or being up front with staff in addressing performance concerns.
- Maintaining your knowledge of transactional processes and product information necessary to provide quality service.
- Participates in Custodial duties
- Supervises and develops junior employees.
- Responsible for Cash Management.

Minimum Requirements:

- Supervisory skills to explain expected standards, advise in their interpretation, provide ongoing coaching, and provide performance feedback;
- Oral and written communication skills to interact with customers and associates, prepare correspondence, and publish reports;
- Analytical capability to audit work performance to standards, troubleshoot exceptions, and resolve customer problems;
- Knowledge of governmental and banking laws, regarding improper practices such as money laundering and suspicious transactions;
- Ability to work as a team member with other branch staff;
- Associates degree, or Institute of Financial Services Certificate, and two (2) to three (3) years supervisory banking experience in related area.

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