



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:

BRANCH MANAGER - FREEPORT

Key responsibilities:

- Take primary responsibility for the quality execution of the Sales and Sales Management Process. You will ensure all sales staff consistently use the sales process in all customer sessions by:
 - Consistently using the Bank's Relationship Focused Selling process to initially identify, then satisfy customer needs in a manner that results in customers feeling their business is appreciated;
 - Creating an environment of continuous improvement by providing guidance to staff in the preparation of their personal development plans to close competency gaps, broaden their knowledge base, assist them in achieving their sales and activity goals and support them in the execution of their plan;
 - Review weekly Sales report.
- Facilitating weekly sales meetings to acknowledge positive results, communicate the weekly focus, review the week's goals and priorities, share best practices and successes, and address challenges;
- Holding formal Coaching sessions with your Assistant Manager of Sales and with your Assistant Manager Service, focusing on sales and referral activities, discussing successes to reinforce positive interactions/behaviours and facilitate learning by reviewing challenges and planning steps/actions for ongoing improvement;
- Leading monthly sales and service meetings for all Branch staff to share progress on Business Plans and goals, engage in group learning and problem solving and reward and recognition;
- Conducting or assisting with daily kick offs to build team morale and focus on sales objectives;
- Holding employees accountable through the weekly sales, activities and service targets and review of results;
- Working with the sales team to manage workloads, which includes assigning/re-assigning customer relationships and names from the Customer Call Program amongst team members;
- Consistently demonstrating how sales tools can be used for customer acquisition, growth and retention, and encouraging use of these tools by Sales Officers.
- Consistently delivering the desired customer experience during all customer interactions.

Minimum Requirements:

- Strong supervisory skills to manage staff, build teamwork, coach direct report supervisors, and ensure the branch operates smoothly;
- In-depth knowledge of branch and Bank policies, procedures and Bank services to appropriately direct and give guidance to associates and customers;
- In-depth knowledge of governmental laws and Bank policy, regarding credit, operations, and financial transactions to ensure branch operations are in order and comply, including RPC policies, current Financial Transactions Reporting Act, Bank and Trust Act, FATF Act to coach staff and ensure all branch operations are in compliance;
- Strong oral and written communication skills to interact with staff, the general public, and to prepare appropriate correspondence and compile and present reports;
- Core analytical and math skills to compile data, analyze branch performance and report to senior management;
- Core knowledge of accounting or finance to track and measure performance and to manage to budget;
- Working knowledge of computers to use Bank network and its core banking applications, to access data, prepare correspondence (e.g., MS Word), generate reports, (e.g., MS Excel), provide authorizations and approvals, and to respond to email as necessary;
- Bachelor's degree, accounting background, plus three (3) to five (5) years' experience in Operations of a bank.

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 **December 23rd, 2021** to:

Email: hr.apply@bankbahamas.com