

# VACANCY

## Full Time Teller

Applications are invited from persons with suitable qualifications to fill the position of **Full Time Teller** at Republic Bank (Anguilla) Limited, Anguilla, Anguilla Branch.

The jobholder is responsible for contributing to the overall success of the branch by meeting negotiated Service standards & goals, while adhering to Bank security, operational and compliance procedures, and policies. Your negotiated goals relate to quality referrals, customer service standards, teamwork, and personal development. Specifically, your responsibilities will include meeting customers day to day transactional needs, resolving their service and maintenance related inquiries and directing sales opportunities to the appropriate sales officer.

### JOB RESPONSIBILITIES INCLUDE

- Champions a customer focused culture to deepen client relationships and leverage broader bank relationships, systems, and knowledge.
- Increase customer satisfaction and loyalty through service excellence by effectively responding to and resolving customer service and concerns across all retail & small business segments.
- Promotes banks products, services, and alternative delivery channels.
- Refer opportunities to segment partners where appropriate (including, but not limited to Personal Banking Officer, Relationship Officer, Premium Banking Officers, Investment Officers, Small Business Partners, Commercial Banking Relationships Manager.
- Execute the Branch Compliance/ Security responsibilities as reflected in the branch services and procedures Manual.

### GENERAL QUALIFICATION AND REQUIREMENTS

#### FUNCTIONAL COMPETENCIES

Candidate should be knowledgeable in:

- Cash, custody and security processes and procedures.
- Branch routines, policies, procedures, operations, and functions, as applicable.
- Branch Systems (ITP & IAP) including Sales and service technology platform, CRM (e.g., Sales Platform, Counsellor).
- **Regulatory compliance:** Privacy, AML/ATF, and Know Your Customer (KYC) guidelines.
- Retail and Small Business products and transaction services, product features, benefits and related pricing policies and procedures.
- Self Service Banking Channels, including familiarizing yourself with marketing offers that are available in each market driving activation and usage of Online & Mobile Banking channels.
- Triage-based internal referral process.
- Internal Wealth Management Partner / Premium Banking and Small Business referral process.
- Commercial transactional services and associated procedures, as applicable.

#### BEHAVIOURAL COMPETENCIES AND SKILLS

- Strict adherence to the Bank's ethics and operating principles.
- Strong Sales focus and ability.
- Very Good Organizational and Time Management Skills to plan, organize and manage time to meet set deadlines.
- Very Good demonstration of the Bank's Core Values behaviors.
- **Candidate also should demonstrate:**
  - Change Leadership - Level 1
  - Developing and Coaching Talent – Level 1
  - Strategic Influencing – Level 1
  - Strategic Thinking – Level 1
  - Building Strategic Relationships - Level 1
  - Communication - Level 1
  - Cross Cultural Leadership – Level 1
  - Customer Focus – Level 1
  - Results Focus – Level 1
  - Self- Awareness & Personal Development – Level 1

#### REMUNERATION

The job is part of the permanent complement and is assigned a level of **A55**.

Closing date for submission of applications is **March 19, 2025**.

Kindly submit your resume by email to the **Senior Manager Human Resource** email: **rblecapplications@rfhl.com**

Thank you for your interest in Republic Bank (Anguilla) Limited.

\*\*Please note that only suitable applications will be acknowledged.