

# VACANCY

## ASSISTANT MANAGER – PERSONAL BANKING

Applications are invited from persons with suitable qualifications to fill the position of “Assistant Manager – Personal Banking” at **Republic Bank Limited, British Virgin Islands (BVI)**.

The jobholder is responsible for the overall success of the Retail Sales Team by working to meet financial objectives related to the profitable growth and retention of the branch’s personal portfolio.

As the Assistant Manager – Personal Banking you will be accountable for:

- Achieving objectives related to customer service, human resource management and operational effectiveness with a focus on consistently delivering a superior customer experience.
- Ensuring a high level of employee engagement and capability, providing direction to the branch sales team members in a manner consistent with the overall strategy of developing a customer-focused sales culture.
- Achieving success, by embedding and sustaining a variety of fundamental management activities within the branch while selling customized financial solutions that employ a financial planning approach which meets both customers’ needs as well as overall business objectives.

### DUTIES AND RESPONSIBILITIES

- Leading and developing the team to build and strengthen existing and new customer relationships by providing financial advice to personal customers.
- Continuously developing employee skills and knowledge through focused coaching and ensuring the provision of excellent customer service.
- Protecting the bank, the customer and shareholder interest by managing and minimizing the bank’s exposure to risk by ensuring compliance with regulatory activities and guidelines.
- Ensuring the achievement of branch objectives through the negotiation, establishment and monitoring of goals.
- Overseeing the implementation of established bank policies, practices, special initiatives and procedures.

### QUALIFICATIONS AND EXPERIENCE

- Bachelor’s Degree in Business or related field
- Strong experience in leading client relationships in the financial services industry
- Knowledge of businesses, products, operations, systems and organization
- Ability to source and obtain new business through relationship building
- Proven success in attaining individual results and goals.

### BEHAVIOURAL COMPETENCIES AND SKILLS

- Excellent Human Resource Management, Coaching, Mentoring, Supervisory/Leadership skills
- Strong Analytical, Organizational, Project Management, Planning and Oral/Written Communication skills

### **REMUNERATION**

Your comprehensive resume and three (3) references should be received no later than **October 23, 2020** to:

**Human Resources Department  
Republic Bank (BVI) Limited**

**P.O. Box 434, Road Town  
Tortola, VG1110  
British Virgin Islands  
Email: [marcia.creque@rfl.com](mailto:marcia.creque@rfl.com)**

**All applications received will be treated with the strictest of confidence. BV Islanders and Belongers will be given preference. We thank all interested applicants, however only shortlisted candidates will be contacted.**