The National Bank of the Virgin Islands ("the Bank") is seeking a qualified person to fill the following full-time position:

**CUSTOMER SERVICE OFFICER**

*Job Summary:* To serve as the first point of contact for the Bank’s customers and promote/maintain a Customer and Sales centric environment, whilst ensuring that all internal controls, policies and procedures, are being adhered to.

*Educational Requirements:* Two-year college (Associate Degree)

*Training/Skill Requirements:* i) knowledge of Bank products and services; ii) proficiency in Microsoft Office; iii) tact and diplomacy in dealing with both customers and employees; iv) strong customer and organizational skills; v) good communication skills; vi) enjoy public contact; vii) able to work well under pressure; viii) pleasant telephone manners; ix) detail oriented; x) knowledge of Bank regulations; xi) mathematical aptitude; xii) problem-solving skills; xiii) good typing skills; xiv) flexibility and ability to multi-task; xv) aware of and compliant with the legal standards established by the Virgin Islands

*Experience:* 1-3 years in customer service; one (1) year minimum Banking experience is an asset

*Primary Responsibilities* include, but are not limited to:

1. Receive and respond to customer service account inquiries on account balances transaction details, statements and fees and charges.
2. Open new accounts/Closing accounts (e.g., DC, Savings, Checking).
3. Ensure customer’s masters are updated.
4. Perform amendments to existing savings and checking accounts.
5. Answer inquiries on products/services.
6. Perform wire transfers.
7. Set up periodical payment authorities on accounts.
9. Identify customer needs and recommend appropriate solutions.
10. Issue check books.
11. Prepare Bank checks and draft upon request.
12. Issue ABM and Debit cards and change customer PINS.
13. Refer customers to appropriate banking services and representatives.
14. Promote Bank business by maintaining good customer relations and cross selling products and services.
15. Prepare Bank references and statements upon request.

Reporting Line: Customer Service Supervisor

*Submission Deadline: 20th August 2021*

Interested persons should send their application letter and résumé ONLY via email humanresources@nationalbank.vg to the attention of:

Mrs. Sophia Berkeley  
Human Resources Manager  
National Bank of the Virgin Islands Limited  
P.O. Box 275, Road Town, Tortola, VG1110 British Virgin Islands

Please call (284) 852-2916 if any further information or clarification is required.