

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

CREDIT SUPPORT OFFICER II

Job Summary: To ensure all requests received, and individual/team goals and initiatives are executed in support of the Credit Administration Unit’s strategies and objectives, and in accordance with the Bank’s governing regulation, policies and procedures.

Educational Requirement: Associate Degree in Business Administration with a concentration in Finance, Accounting, Management, or any other financial related degree

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

Experience: 3-5 years in a banking environment. Supervisory experience is an asset.

Primary Responsibilities include, but are not limited to:

1. Supervise the daily functions and processes of the Credit Support team.
2. Champion a customer-focused culture with direct reports, by ensuring all assigned/requested customer transactions are processed accurately and within assigned timeframes.
3. Foster a good rapport and prompt responsiveness between the Credit Support team and their internal customers.
4. Actively participate in the development and roll-out of department initiatives, relative to supporting the Credit department.
5. Review reports relative to the entire loan portfolio.
6. Review all documents prepared by the Credit Support team for accuracy.
7. Oversee the loan file management process and ensure files are securely filed.
8. Remain current and knowledgeable of the Bank’s products and services.
9. Follow documented procedures and ensure work is controlled throughout the day to contribute to the efficient operation of the Unit.
10. Escalate financial and customer related exceptions that may represent a negative impact to the Bank, to the Credit Administration Manager.

Reporting Line: Credit Administration Manager

Submission Deadline: 29th November 2022

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

**Mrs. Sophia Berkeley
Chief Human Resources Officer
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.