

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

BRANCH SUPPORT OFFICER I

Job Summary: To support the Operations Department and organization by accurately and efficiently performing various functions within the Operations Department.

Educational Requirements: Associate Degree in Business Administration or any other related field.

Training/Skill Requirements: i) excellent interpersonal skills; ii) excellent verbal communication skills; iii) good organizational skills; iv) good written communication skills; v) ability to multitask; vi) knowledge of Microsoft Word and Excel; vii) knowledge of the general operation of a Bank and the responsibilities of each department.

Experience: A minimum of two (2) years’ banking experience.

Primary Responsibilities include, but are not limited to:

1. Process outgoing and incoming local clearings as per established procedures and timelines.
2. Deliver the clearings to the clearing house as per schedule.
3. Settle clearings with local Banks daily.
4. Remit USD cheques drawn on mainland to US Correspondent, as applicable.
5. Process Return Items on the same day received.
6. Process return cheques in excess of the Overdraft facilities daily, as applicable .
7. Accept and process cheque order requests.
8. Log into the respective portal daily to check, download and process all incoming wire transfers received daily.
9. Process all payroll received.
10. Scan cheques and vouchers to the digital archives.
11. Prepare and dispatch customer statements and advices, as per account cycle.
12. Process entries submitted by letter of instruction, as per established Service Level Agreement (SLA).
13. Process bank statement and bank reference requests received, for sign off.
14. Substitute, as necessary, for absent officers within the Operations Department.
15. Process standing orders as per daily report.
16. Prepare customers’ cheque books and Manager’s Cheques.
17. Process night deposit bags-jointly with Head/Back-Office Teller.
18. Prepare processed vouchers for delivery to the Verification Unit.
19. Assist with investigating and resolving all GL queries received from the Finance Department.
20. Assist with reconciling clearings items and responds to all queries related to inter-bank settlements.
21. Assist with managing Inactive and Dormant accounts and update customers on account status.
22. Assist with maintaining upkeep of the Vault area by keeping vouchers and other documents in order.

Reporting Line: Branch Manager

Submission Deadline: 3rd September 2024

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

***Ms. Chanteé Mathavious
Human Resources Manager
National Bank of the Virgin Islands Limited
P.O. Box 275
Road Town, Tortola VG1110
British Virgin Islands***

Please call (284) 852-2986 if any further information or clarification is required.