

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

Receptionist

Job Summary:

- i. To welcome and direct customers and visitors to the Bank’s Credit Department and provide guidance and direction to employee workstations, in line with security procedures.
- ii. To answer or refer inquiries received via telephone or in person and perform general clerical duties.

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

Training/Skill Requirements: i) knowledge of the Bank’s products and services; ii) proficiency in Microsoft Office tools; iii) typing and organisational skills; iv) tact and diplomacy in dealing with customers and employees; v) strong organisational skills; vi) good communication skills; vii) enjoy public contact; viii) ability to work well under pressure ix) detail-oriented; x) knowledge of Bank regulations; xi) mathematical aptitude; xii) telephone etiquette; xiii) problem-solving skills xiv) flexibility and ability to multitask.

Experience: 1 – 3 years in a Clerical, Banking or Basic Accounting field.

Primary Responsibilities include, but are not limited to:

1. Maintain a safe and clean reception area by complying with procedures, rules, and regulations.
2. Promote a positive, customer-friendly atmosphere within the employee waiting area.
3. Greet and direct customers and visitors in an amicable and efficient manner.
4. Display telephone etiquette and direct callers to the appropriate Bank officer.
5. Record and retrieve messages for Bank officers and transmit the same within a timely manner.
6. Provide callers with general Bank information.
7. Assist with the ordering, receiving, and distribution of office supplies.
8. Assist with the opening of new deposit accounts.
9. Contact and follow up with clients on the Credit Officers’ behalf.
10. Obtain/track competitor information.
11. Assist with investigating credit-related inquiries.
12. Assist with miscellaneous clerical duties.

Reporting Line: Retail Credit Manager

Submission Deadline: 18th October 2024

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

Ms. Chanté 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.