



PERSONAL BANKING OFFICER

We invite suitably qualified and experienced candidates to apply for the position of Personal Banking Officer in our St. Kitts operations.

The Personal Banking Officer is responsible for contributing to the branch team's overall success by meeting negotiated goals through the identification and satisfaction of customer needs. These assigned goals include specific personal goals, sales activity goals, along with other objectives relating to teamwork, customer service and personal development. The incumbent is responsible for contributing to the provision of human, straightforward and knowledgeable service through your daily interactions to create a relationship of mutual trust and confidence with our customers and other employees.

The incumbent is responsible for the following:

- Selling customized financial solutions using a financial planning approach to meet retail customer needs
- Contributing to the overall effective delivery of customer service

The successful candidate should:

- Be target driven and sales motivated and have an outgoing and charismatic personality
- Completed tertiary education and have a minimum of one (1) year experience in Sales/Marketing
- Have previous lending experience with a record of success in sales/referrals
- Have an awareness of the external, market (economic and political) and the competition within the market.
- A basic knowledge of customer life cycle needs and the ability to apply that knowledge to draw out individual needs.
- Good knowledge of business solicitation and development techniques
- Excellent communication skills, sound marketing, negotiating, analytical, customer service and outstanding relationship building skills
- Have a genuine desire to build a career in the banking industry
- Previous experience in Banking is desirable

Please submit your application by April 16th, 2014 to:

Charlene Acquisto
Manager, Operations & Administration
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Basseterre
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