

VACANCY

Republic Bank (Suriname) N.V. has a tradition of excellence in Customer Satisfaction, Employee Engagement and Social Responsibility. With this goal in mind, our Retail Banking Department is looking for an enthusiastic, driven and goal oriented

SERVICE SUPERVISOR

Objective:

Assisting in creating a Quality Service Culture within the branch thereby ensuring that superior service is provided to customers through the effective supervision of staff and improvement of processes if needed. To assist in establishing an effective and efficient branch operations so that areas of operational risk or potential losses are determined timely and action plans can be implemented to address and/or correct accordingly.

Key responsibilities:

- Monitor service delivery on an ongoing basis, ensuring that customers are acknowledged promptly and their needs determined and met efficiently and confidentially with a professional experience,
- Based on the external customer survey assist the branch in developing and executing a proper service plan in order to increase the quality of the bank's service.
- Review and sign documents, authorize transactions within authorized limits and set timelines.
- Management of relevant keys/combinations, daily actioning of relevant reports and monitoring of several internal accounts
- Train/develop, coach, guide/direct and supervise staff, ensuring staff are well trained and highly motivated and engaged with good teamwork, in order to provide superior service to customer and to guarantee high quality transactions.
- Provide administrative and general assistance to the branch operations e.g. Branch maintenance and Premises Management, Custody and expense Control, implement audit action plans, etc.
- Ensure the making/release of One Cards, Credit Cards, and IB secured cards, retracted cards and Bank drafts in the Branch are carried out in accordance with the Bank's guidelines.
- Distributing all received queries from Business Banking, ECPD Department, Risk department and Secretariat etc. to staff in order to process and see to it that it is done according to procedures and guidelines within the respective timeframe.
- Ensuring that all compliance, AML & confidential issues related functions are completed by direct reporters in accordance to the guidelines and procedures.
- Assist in the remediation of internal and external audit items on a timely basis and to ensure that the quality of the transactions are guaranteed by providing staff the necessary coaching and corrective feedback,
- Assist the Branch in improving the processes to improve the service and the operational processes of the bank and guide staff accordingly.
- Verifying and authorizing input of direct reporters, and ensuring that these are delivered to next day audit department

General Qualifications/ Experience:

- Minimum High school diploma required
- A minimum of one (1) year exposure in a service environment.
- At least five-(5) years of experience in the Bank.
- A thorough knowledge of the Bank's Systems, Policies and procedures as it relates to Branch Banking
- Adherence at all times to local Banks', department, Groups' and Central Banks' guidelines, policies and procedures

Critical Skills

- Strong interpersonal skills
- Excellent verbal and written communications skills
- Professional
- Accuracy
- Time management and organizational skills
- Results oriented
- Initiative and problem solving attitude
- Team player
- Commitment to service excellence.

Applications must be scanned along with a copy of your resume and submitted via e-mail to: RBSR-HRS@republicbanksr.com by May 16, 2024



republicbanksr.com



email@republicbanksr.com



Republic Bank
We're the One for you!