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 Marketing and Customer Care Department is looking for an enthusiastic, driven and goal oriented

MARKETING AND CUSTOMER CARE MANAGER

Objective:
The Marketing and Customer Care Manager Republic Bank (Suriname) N.V. is responsible for developing and executing the Bank's marketing and communication strategies, while safeguarding and strengthening the Bank's brand and image overall. The person is also responsible for improving customer experience and driving the Bank's business growth.

Key responsibilities:
- Develop, execute, and manage Marketing and Communication initiatives for the Bank's products and services.
- Formulate, implement, and oversee Advertising and Communications strategies.
- Coordinate and supervise Events, Public Relations activities, and the Bank's Corporate Social Responsibility (CSR) Program.
- Monitor and manage the Bank's Social Media platforms.
- Analyze relevant market intelligence, including market share trends, and recommend appropriate actions.
- Manage and control the Marketing budget.
- Protect, strengthen, and enhance the Bank's brand and corporate image.
- Participate in organizational committees, meetings, and projects as required.
- Collaborate with local stakeholders and the Group to implement Marketing initiatives.
- Lead and supervise staff responsible for handling general inquiries, supporting EBS services, assisting debit and credit card holders, managing online banking services, and providing recommendations where necessary.
- Partner with the parent company to align Service Excellence initiatives across subsidiaries and promote a positive customer experience.
- Direct and oversee Online Banking Services, as well as the Marketing and Customer Care Centre.

General Qualifications/ Experience:
- Bachelor's degree in business administration, marketing, corporate communications or equivalent discipline.
- Five (5) years marketing and corporate communications experience within the financial services, at management/ strategic level.
- Knowledge and understanding of Bank's activities, products and services
- Understanding and appreciation of IT and Communications Software.
- Experience in a Customer Service Environment will be an asset.

Critical Skills
- Strong customer focus with superior interpersonal skills.
- Excellent verbal and written communication skills.
- Good leadership and coaching skills.
- Ability to work independently as well as collaboratively within a team.
- Ability to deal effectively with demanding and irate customers.
- Ability to manage multiple projects in a dynamic environment.
- Strong analytical skills with sound judgment and decisive decision-making abilities.
- High level of creativity and problem-solving capability.
- Good organizational and planning skills.
- Diplomacy and the ability to build effective working relationships.
- Knowledge of Social Media platforms and digital engagement strategies.
- Proficiency in Microsoft Office Suite applications.

Applications must be scanned along with a copy of your resume and submitted via e-mail to: RBSR-HRS@republicbanksr.com by November 24, 2026.