



Bank of St. Helena Ltd.

www.sainthelenabank.com

Job Profile

Post:	Assistant Customer Services Manager
Grade:	Middle Management
Hours of Work:	Average of 35hrs per week. It is expected that hours of work will be determined by the nature and requirement of the Bank and could include some weekend/after-hours work.
Location:	Bank of St Helena Head Office premises or other sub-offices/branches as these are developed.
Job Purpose:	Responsible to the Customer Services Manager for the efficient and effective management of the customer services functions within the Bank. Leading Customer Service staff to quickly, calmly and confidently address customer needs with service delivery and appropriate products or services. Maintaining a professional environment at all times.
Reports to:	Customer Services Manager
Supervision:	1 x Receptionist 4 x Customer Services Officers

Job Outline:

1. Lead and manage a team of Customer Service staff;
2. Manage the Customer Service Terminal/s in Main Branch;
3. Manage the Customer Services Help Desk for Online Banking and Card Services with support from the IT Manager;
4. Responsible for the planning, co-ordinating and controlling activities of the Customer Service Team to maintain and enhance customer relationships, build on professionalism and meet organisational and operational objectives;
5. Assist the Customer Services Manager to develop, implement and review customer service policies and procedures. Identify and implement strategies to improve or enhance quality of service and productivity;
6. Coordinate with the Customer Service team to develop customer satisfaction goals to ensure the delivery of excellent customer service to customers;
7. To ensure customer service functions are adherent to the Bank's Risk Management and Information Security policies and procedures;

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Established and regulated under the Financial Services Ordinance, 2008, the Company Ordinance, 2004 and the Company Regulations 2004

8. To ensure communications and services provided held with customers are compliant with the Bank's agreed guidelines and are conducted within regulatory and legal requirements;
9. Maintain confidentiality in all aspects including data protection;
10. Ensure effective onboarding of new customers in line with Know Your Customer and Anti-Money Laundering Policies and Procedures;
11. Produce monthly reports to Management relating to department milestones and progress;
12. Produce Customer Service Monthly Report for submission to Management.
13. Responsible for the management of dormant and inactive accounts;
14. Complete performance reviews and develop performance improvement plans as and when necessary in conjunction with the Human Resources Manager for staff under the post holder's direct supervision.
15. Assist the Marketing Manager with the annual Customer Satisfaction Survey and implement an agreed plan where improvements can be made against the customer service levels and standards;
16. Develop, implement and review the Customer Service Procedures Manual;
17. Ensure Customer Service staff adhere to Customer Service Charter at all times;
18. To manage and acknowledge customer complaints in a timely manner, keeping accurate records of discussions or correspondence with customers;
19. Investigate and solve customers' problems, which may be complex or long-standing, that have been passed on by Customer Service Officers;
20. Ensure the delivery of the Bank's products and services, and customer enquiries are conducted in a timely manner;
21. Assist the Marketing Manager in the promotion and marketing of the Bank, and Bank products and services;
22. Train staff to deliver a high standard of customer service in an efficient and professional manner;
23. To keep abreast on the latest developments, techniques and methods in customer service;
24. To undertake any other reasonable duties as directed by the Customer Services Manager. This could also include working within other sections of the Bank as service needs arise.

Person Specification (*skills, attitudes, qualifications and experience*)

Key Competencies

- Customer Service focus;
- Staff management skills;
- Attention to detail and accuracy;
- Self-motivated, with excellent organisational skills;
- Motivational skills and the ability to manage and lead a team of customer service staff;
- Excellent verbal and written communication skills with the ability to emphasise and be assertive if required;
- Good listening skills;
- Able to work under pressure in a timely manner and have the ability to delegate and tolerate stress;

- Demonstrate energy and commitment to achieving objectives;
- Ability to maintain high level of confidentiality, including data protection;
- Problem solving skills that assist people to build confidence, initiative and develop personal skills;
- Excellent interpersonal skills and have the ability to manage people and work well with the team;
- Creative thinking, to be able to come up with new ideas to improve customer service standards;
- To be calm, professional and responsible at all times;
- Ability to work under own initiative, make decisions and demonstrate flexibility to meet the demands of the role;
- Computer literate, especially with Microsoft applications;
- Ability to plan and prioritise workloads;
- Ability to prepare timely and concise reports;
- Have the ability to review, draft and implement policies and procedures;
- Be well presented with a professional manner;
- Risk Management and Information Security awareness's and skills;
- A good understanding of banking procedures.

Education and Experience

- Ideally have a Degree or equivalent in Customer Services or Business Administration; if not must be prepared to work towards gaining qualifications to provide validity to experience.
- GCSE's in Mathematics and English at Grade C or above preferred.
- At least two years' experience in a management role.
- Experience of working in a Customer Service environment.

Special Conditions

- Be able to work flexible hours to meet deadlines and the requirements of the Bank, which will mean working outside of normal working hours;
- Dealing with irate/awkward customers.
- Have an approachable attitude to all customers, both internally and externally.