



Bank of St. Helena Ltd.

www.sainthelenabank.com

JOB PROFILE

Post: Customer Service Officer

Grade:

Hours of Work: Average of 35 hrs per week. It is expected that hours of work will be determined by the nature of the post and requirements of the Bank and could include some weekend/after-hours work.

Location: Bank of St Helena Office premises or other sub-offices/branches as these are developed.

Job Purpose: To be responsible to the Assistant Customer Services Manager in providing an efficient and effective delivery of customer services and Bank's products to all customers, whilst maintaining a professional environment at all times.

Reports to: Assistant Customer Service Manager

Supervision: None.

Job Outline:

1. Open new Bank Accounts and Account Packages, as well as finalising the closure of Accounts in compliance with the Bank policies and procedures.
2. Monitor and respond to customer queries, questions and concerns on matters pertaining to bank accounts/products and services received from customers, ensure they are actioned promptly and data is recorded and systems are kept up to date.
3. To form part of the team to cover the Customer Service Terminal in the Main Branch as directed by the Assistant Customer Services Manager.
4. Maintain the Help Desk for Card Services with the support of the Assistant Customer Services Manager and team. This will include being a part of the Saturday rota.
5. Scan documentation and electronically file customer details in line with the Bank's policies and procedures.
6. Update customer accounts on the banking system in compliance with KYC, AML and the banks policies and procedures.
7. Extract and distribute of bank statements, as requested by customers.
8. Produce and update daily statistics on customer account amendments.
9. Assist with updating policies and procedures.
10. Process accounts of deceased customers in compliance with the Bank's Policies and Procedures.
11. Undertake a Benin Trove exercise as and when requested by Management.

Head Office: Market Street · Jamestown · St Helena Island · STHL 1ZZ

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

12. Manage dormant and inactive accounts in line with the Bank's Policies and Procedures.
13. Assist with providing monthly reports to Management relating to department milestones and progress, where required.
14. Provide relief cover when the Receptionist is on lunch breaks, annual leave and sick leave as and when required.
15. Assist with in-put of transfers and journals as required.
16. Order and manage Cheque Book process.
17. Process manual PAF's when received.
18. Assist with staff training.
19. Provide support to the Marketing Manager as and when necessary.
20. Any other duties as directed by the Assistant Customer Service Manager or 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:

- Must have good written and verbal communication skills Have good IT Computer proficiency;
- At least 2 years' experience of working in an office environment and/or in a customer service environment;
- Have the ability to work on own initiative in responding to crisis and working under pressure in a timely manner;
- Have excellent interpersonal skills and deal with people in a professional manner; High accuracy levels and attention to detail;
- Ability to work independently as well as part of a wider team;
- Problem solving;
- Be highly organised and methodical;
- Be proactive and able to take the initiative;
- Honesty and integrity;
- Good sense of judgment;
- Ability to maintain high levels of confidentiality, and adhere to data protection guidelines, Policy and Procedures;
- Stress tolerance;
- Ability to remain calm under pressure;
- Adaptability;
- Self-motivated and sound organizational skills;

- Well-presented and professional in appearance and manner;
- Commitment to personal and professional development;
- Risk Management and Information Security awareness.

Qualifications and Experience:

- GCSE's in Mathematics and English at Grade C or above; although relevant experience will be considered;
- Proficiency in IT skills, including Microsoft Applications and database;
- Clerical, administrative, cash handling, sales experience preferred;
- Knowledge of Customer Service principles;
- Good Financial/Accounting skills.

Special Conditions:

- Be able to work flexible hours to meet deadlines and the requirements of the Bank, this might mean working outside normal working hours.
- Have the ability to liaise effectively with awkward/irate customers.
- Have an approachable attitude to all customers internally and externally.