

VACANCY



Bank of St. Helena Ltd.

Customer Service Officer

Commencing at £9,456 per annum

Bank of St Helena Limited is seeking to recruit a suitable person with the right mix of skills and experience to fill the exciting position of Customer Service Officer.

Reporting to the Assistant Customer Service Manager, the Customer Service Officer will be responsible for providing an efficient and effective delivery of customer services and banking products to all customers in a professional and timely manner.

The successful candidate will provide excellent customer service at all times; be able to deal with customers and visitors in a professional manner and have the ability to deal with awkward/irate customers. They must be highly organised and have a keen eye for detail, maintain confidentiality, exhibit high accuracy levels and have the ability to work under pressure and meet deadlines, whilst working well with others as part of the wider Bank team.

Skills and experience the candidate should have:

- GCSE's in Mathematics and English at Grade C or above;
- Excellent written and verbal communication skills;
- Proficiency in IT skills, including Microsoft Applications and Database;
- Excellent interpersonal skills;
- At least 2 years' experience of working in an office environment and/or in a customer service environment.

Interested persons can contact Mrs Maria Thomas, Assistant Customer Services Manager on email asst.csmanager@sainthelenabank.com or Mrs Karen Buckley, Customer Services Manager on email csmanager@sainthelenabank.com for more information. They are also available on telephone number (+290) 22390.

An Application form and job profile is available upon request from the Bank and can be viewed on our official website. Completed application forms should be addressed to Miss Merle Peters, Human Resources Manager, Market Street, Jamestown or emailed to hrmanager@sainthelenabank.com.

Closing date for applications is Friday, 15 November 2024.

Choose a career with Bank of St Helena and enjoy competitive benefits.



Bank of St. Helena Ltd.

Established and regulated in St Helena under the Financial Services Ordinance, 2008 and 2017, the Financial Services Regulations, 2017, the Company Ordinance, 2004 and the Company Regulations, 2004



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Market Street, Jamestown



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