

## **Client Service Officer**

### **Job Description:**

Client Service Officer to be responsible for establishing new client accounts. Responsible for growth of client base as it relates to promptly responding to leads, efficiently processing client applications, welcoming new clients, and providing support to existing clients as needed. This position reports to the Client Services Manager and is responsible for managing the day-to-day support of many of the bank's clients.

### **Responsibilities include and are not limited to:**

- Responsible for following up on client leads, managing client applications and fully onboarding new clients.
- Manage day to day bank client service requests with a focus on consistent delivery of excellent client experience.
- Support team members to ensure success of planned account opening targets.
- Ensure full compliance of Caye International Bank policies, procedures, and processes.
- Able to work independently and take ownership of issues, including accurate and proper records management and tactful resolutions of queries and escalations from bank clients.
- Help manage all resources in the department in support of planned account opening.
- Assist the client services team with properly maintaining their client files.
- Provide support to the operations department when managing initial account funding wires, responding to priority clients and support to operations staff as needed.
- Proactively work towards streamlining the account application process to improve operational efficiency and provide better client service.
- Comply with all international banking regulations, policies, and procedures.

### **Qualifications:**

Associate degree, Banking experience and knowledge of AML/CFT policy and procedures is a plus. This position requires a self-driven individual who exhibits exceptional client service support and inspires others by leading by example.

Salary will be determined by the candidate's experience and accreditations.

Please send your resume to [careers@cayebank.bz](mailto:careers@cayebank.bz)