



## Client Service Representative

### Job Summary

As a Client Service Representative, you are often the first point of contact for our clients. You work on the front lines, serving clients, solving problems and spotting sales opportunities.

You will create a positive customer experience at every interaction and look for ways to contribute to the ongoing improvement of branch experience.

### Primary responsibilities:

- Provide prompt, efficient and courteous client service to internal and external clients
- Ensure clients are educated on account opening requirements
- Ask probing questions to help identify client needs as well as sales and referral opportunities
- Participate fully in the successful implementation of new Bank products and demonstrate complete knowledge of them
- Provide guidance and assistance to our clients in the use of our self-service technologies
- Support debit and credit card products
- Assist clients by understanding queries and directing to appropriate person when you are unable to assist
- Assist with administrative tasks including maintenance of client profiles and files, logging and reporting
- Assist with any additional projects or tasks as required by the business

### The successful applicant must have:

- A high school diploma with GCE in English and Mathematics
- 1 year of demonstrated sales experience
- 1 year of client service experience
- Ability to adapt to change and a commitment to continuous learning
- Ability to multi-task and juggle multiple priorities and client requests
- Good knowledge of banking products and services.
- Superior oral and written communication skills
- Ability to understand and implement process and or regulatory requirements
- Skilled at assessing client needs and connecting with appropriate colleague
- Ability to apply strong critical thinking and problem solving skills to meet client needs
- Available to work weekends and join colleagues in representing Clarien at events
- Ability to handle sensitive information with tact and discretion

Clarien is an equal opportunity employer and offers a competitive compensation package commensurate with qualifications and experience.

Please submit a detailed cover letter and résumé no later than April 15<sup>th</sup>, 2016 to:

**Human Resources Department**

**19 Reid Street, Hamilton HM 11**

**P.O. Box HM 665, Hamilton HM CX**

**Email:** [jobs@clarienbank.com](mailto:jobs@clarienbank.com)

**Fax:** + 441 296 7701

[www.clarienbank.com](http://www.clarienbank.com) | 441 296 6969

Head Office: 19 Reid Street, Hamilton HM11, Bermuda | Paget Plaza: 161 South Road, Paget DV04, Bermuda

We sincerely thank all applicants for their interest. Only those candidates under consideration will be contacted.

Clarien Bank Limited through its wholly-owned subsidiaries is licensed to conduct banking, trust and investment business by the Bermuda Monetary Authority.