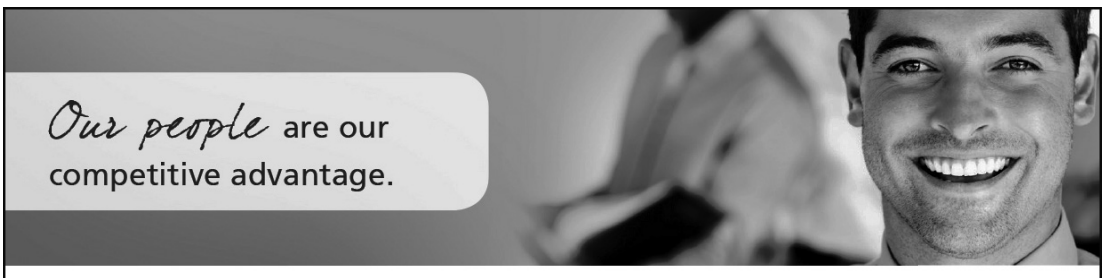

At Butterfield, we pride ourselves on being approachable, disciplined and proactive. If you embody these qualities and have the necessary experience, you may be the one we're looking for.

Supervisor - Investigations

Operations

This position reports to the Assistant Vice President, Investigations. The incumbent is responsible for supervision and the daily operations of Investigations Department. The incumbent will also work closely with the team to ensure all investigations are completed timely and within the agreed policies and procedures.

Your responsibilities will include:

- supervising the team and processes to ensure deadlines are met
- providing direction/solution for more complexed investigations
- assisting with authorisation of daily transactions
- reviewing incident reports, ensuring they are completed correctly and accurately, and prevention is put in place
- reviewing and/or preparing monthly Investigation Reports
- analysing and reporting trends of investigations, ensuring customers are advised how to avoid or correct common issues
- assisting with the completion of annual goal setting and appraisal process for employees
- assisting with the training of employees
- providing effective performance feedback; through employee recognitions, rewards, and disciplinary action with the assistance of the Manager, if necessary
- responding to queries, following up with action as required, and escalating more complex issues to the Manager
- ensuring the management is informed immediately of any challenges as they arise
- performing any other duties as directed

Your experience/skills may include:

- high school diploma with five years' relevant experience; a certificate in Supervisory Management would be an asset
- ability to adapt to, and use proficiently, the core banking system and SWIFT network
- good mathematical skills and communication skills (oral and written)
- ability to adjust working hours, with minimal notice (including lunch hours), and to work on public holidays; willingness to work overtime during high volume and busy periods
- ability to meet deadlines and prioritise tasks in a deadline-driven environment
- ability to handle transactions with high values, large volumes and confidential information with absolute discretion
- strong organisation and analytical skills with a focus on providing excellent customer service
- proficient in Microsoft Office suite of applications

Assistant Vice President, Bulk Deposits/ATM/Vault

Operations

The position reports to VP, Operations Bermuda. The incumbent is responsible for the daily management of Bulk Deposit, Vault and ATM teams to ensure all tasks are completed in an effective and efficient manner. This position is working within a management team to contribute to the development and implementation of the organisation's strategies, policies and practices. The incumbent must be organised, have strong communication skills and excellent analytical and problem solving skills.

Your responsibilities will include:

- overseeing all daily operations of Bulk Deposits, Vault and ATM teams
- setting, monitoring and enforcing customer service levels and customer issues, resolution/ targets and volumes
- managing, developing, training and evaluating staff with a view to building effective, courteous and responsive service
- leading employees using the Bank's performance management and development process that provides an overall context and framework to encourage employee contribution, and includes goals setting, feedback and performance development planning
- providing effective performance feedback through employee recognition, rewards, and disciplinary action with the assistance of Human Resources, when necessary
- developing and implementing cross training initiatives
- keeping abreast of regulatory changes, system enhancements and departmental policy changes
- developing and implementing effective processes and procedures for Bulk Deposits, Vault, and ATM teams and departmental machinery to promote productivity and control
- controlling operational expenses and meeting budget targets
- providing support to other Bank department team members, including but not limited to resolving or escalation of issues
- ensuring all staff tills, main cash vault and ATMs are balanced and reconciliations are current
- maintaining a high level of awareness of ATM industry
- managing crisis situations and acting as escalation point for service calls, reporting, operational issues, troubleshooting (hardware/software faults) and customer queries
- preparing monthly statistical reports for VP
- any other tasks assigned by the VP of Operations deemed necessary to reach the departmental goals and objectives

Your experience/skills may include:

- Bachelor's degree and or eight years' relevant banking experience or equivalent
- experience with high volumes/values of cash, vault, and ATM operations is preferred
- high accuracy and an aptitude for math
- strong planning and organisational skills with proven capability to lead a team
- excellent communication skills and ability to give quality service to internal and external customers
- strong technical skills, including proficiency in Microsoft Office suite of applications
- willingness and ability to adjust working hours, with minimal notice, and to work on public holidays
- knowledge of the ATM network, hardware and software
- knowledge of anti-money laundering policy

CLOSING DATE: 6 April 2018
All applications should be forwarded **via e-mail** to: **resumes@butterfieldgroup.com**
ATTENTION: Human Resources
Hardcopy applications will not be accepted.

www.butterfieldgroup.com

Butterfield

THE BAHAMAS | BERMUDA | CAYMAN ISLANDS | GUERNSEY | SWITZERLAND | UNITED KINGDOM

The Bank of N.T. Butterfield & Son Limited is licensed to conduct banking business by the Bermuda Monetary Authority.
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