

# Careers, by BUTTERFIELD.



## Take a step in the right direction.

At Butterfield, we provide financial services with a personal touch, we focus on results, we value relationships, and we celebrate success. If that sounds like your kind of company, then consider this opportunity to become part of a collaborative team of professionals at a world leading, independent offshore bank and trust company.

### Customer Service Associate

The Customer Service Associate reports to the Branch Supervisor, Reid Street Banking Centre and is responsible for providing the highest level of service to Butterfield's clients whilst adhering to policies and procedures. This is a key position involving direct customer contact, requiring accurate and efficient processing of a wide range of banking transactions.

#### Your responsibilities will include:

- Processing customer initiated transactions that may include:
  - deposits and withdrawals
  - cheque cashing
  - account transfers
  - international wire transfers and domestic payments
  - foreign currency purchases
  - credit card payments and cash advances
  - account queries
- Maintaining an understanding of the policies and procedures relating to customer service, anti-money laundering and basic account operations
- Maintaining a general knowledge of products and services provided by Butterfield

#### Your qualifications and skills include:

- High school diploma and a minimum of three years' working experience with an excellent track record of accuracy, dependability and responsibility
- Must have sound numerical skills
- Proficient in use of computers with the willingness and ability to learn Butterfield's automated banking system
- Self-motivated, mature, reliable and professional with the demonstrated ability to work effectively as a team member in a demanding work environment to achieve positive results
- Excellent interpersonal and communication skills
- Ability and willingness to work flexible hours
- Proficient in Microsoft Office suite of applications

### Retail Banking

At Butterfield, our Retail Banking team provides products and services to meet the financial needs of individual customers and small unincorporated businesses, offering everything from chequing and savings accounts to foreign exchange, personal insurance and more. Customers access products and services through our Banking Centres and ATM network, as well as Butterfield Online. We pride ourselves on our professional approach and core values that allow us to deliver the highest level of service to our customers.

### Why Butterfield?

With more than 1,200 financial services professionals across ten international jurisdictions, the Butterfield experience is enhanced by robust learning and development opportunities, comprehensive benefits, and preferred rates on a variety of proprietary financial services. Guided by our core values—approachable, collaborative, empowered and impactful—we provide a respectful environment where the diversity of our employees and the talents and experiences they bring are celebrated and valued. With a 160-year tradition of service excellence we empower individuals to achieve their goals and make a positive impact on our business, our clients and our communities.

### Does this sound like you?

All applications should be forwarded via e-mail to [resumes@butterfieldgroup.com](mailto:resumes@butterfieldgroup.com).

### Closing date:

**Monday, 26 July 2021**

***Let's start a conversation.***



*butterfieldgroup.com*

