



Administrator - Operations

Six (6)-month contract role

This position is located in the Operations Department and reports directly to an Assistant Manager- Operations. The successful candidate will be required to carry out any or all of the below tasks as they will be responsible for Financial Products, Debit/ Credit Card Processing, Account Processing, Check Clearing and Investigations with the assistance of providing administration support for the SWIFT/ACH operation functions for the Bank, process daily request for files and documents, account maintenance and filing of documents. This person will be responsible for promoting quality service to both external and internal customers ensuring that the public perception of Clarien Bank is positive by providing excellent and efficient service to customers.

Primary Responsibilities:

- Performs all daily maintenance on new and existing customer accounts, deposit accounts and Debit / Credit Card Accounts including assisting with handling of Credit / Debit card disputes and permanent / temporary Limit increases.
- Responsible for uploading the incoming files for check clearing and for clearing of all in-clearing and outgoing checks to meet the required deadline for cash letters.
- Input / Monitor / Verify SWIFT or ACH incoming or outgoing files, payment orders standing orders and messages, ensuring that all transmissions are properly formatted / authorized prior to their input and or verification.
- Ensures that all customer investigations, inquires and complaints are handled promptly, professionally, courteously and in accordance with company policy and logged within the appropriate Database.
- Liaise daily with local banks.
- Process any exception items, promptly reports any security related issues and works with the internal customer on any incomplete or inaccurate payment instructions, in order to avoid delays in dealing with such discrepancies.
- Responsible for all external mail franking and delivery to the Post Office and the monthly reporting and delivery of franking reports to finance for payment and ensuring all returned mail is sorted and recorded in appropriate systems.
- Assist with the duties associated with the production, delivery and reprinting of Clarien Bank statements.
- Ensure that all critical operational bank documents are scanned promptly, efficiently, accurately and comply with service standards.
- Responsible for the ordering of customer products (check books, debit/ credit card, etc.)
- Ensure that all daily data processing are inputted into the appropriate Spreadsheets on a regular basis.
- Ensure that all closed and or deceased files are pulled from the File Room and stored in the appropriate area upon legal closure.
- Ensure all documentation is filed in a timely and accurate manner, assist with bi-annual File Room Audit when requested by Management.
- Any other duties assigned and deemed necessary by Operations Management for the efficient running of the Operations Department.

The successful candidate must have:

- BSSC and/or a minimum of 3 plus years relevant experience or equivalent.
- Pleasant demeanor with good people and interpersonal skills to build effective relationships with all levels of professionals.
- Ability to handle multiple tasks competently and with attention to detail, as well as the ability to work with minimal direct supervision.
- Ability to handle sensitive information with tact and discretion.
- Excellent time management, organizational and communication skills (oral/ written).
- Ability to complete assigned duties within specific time frames.
- Ability to maintain a high level of balancing proficiency and accuracy.
- Proficient in Microsoft Office Suite and relevant industry specific systemsExcellent written and oral communication skills.
- Superior interpersonal and supervisory skills.

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 August 18th, 2021 to:

Human Resources Department
19 Reid Street, Hamilton HM 11
P.O. Box HM 665, Hamilton HM CX
Email: jobs@clarienbank.com
Fax: + 441 296 7701

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 subsidiary companies is licensed to conduct bank, investments and trust business by the Bermuda Monetary Authority.