

# 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.

### ATM Administrator – One Year Contract

This position reports to the Assistant Vice President, Vault/ATM/Bulk Deposits and is responsible for servicing and securing the Automated Teller Machines (ATMs) and acting as the first line of maintenance. The successful candidate will be required to work a minimum of 35-hours a week, thereafter on-call.

#### Your responsibilities will include:

- Assisting in monitoring the Banks ATM network to ensure ATMs provide optimal service.
- Performing first line maintenance on all ATMs including changing receipt rolls and ink cartridges, replenishing deposit envelopes and ensuring machines are fully operational.
- Ensuring all ATM faults are addressed in a timely manner and ensuring the SLA is adhered to.
- Logging all divert bins installed/removed from the ATM's and ensuring divert bins are in good order.
- Securing cash from divert bins and customer cards collected from the ATM's, returning them to the Main Cash Vault.
- Delivering and collecting captured cards to the appropriate department.
- Correcting any technical errors due to replenishment problems.
- Attending additional training as required for updates on ATM hardware and software.
- Ensuring policies and procedures are adhered to at all times.
- Handling all ATM equipment, supplies and customer card details in a responsible manner.
- Exercising constant vigilance and observing movements of a person or persons ensuring the security of the ATM and the surrounding area.
- Performing any other duties that may be assigned.

#### Your qualifications and skills include:

- Three years' experience in financial services or banking handling large cash volumes.
- Must have a valid intermediate/heavy truck driving license.
- A minimum of three years' experience working in a security environment would be an advantage
- The ability to work unsociable hours including but limited to on-call, weekends and holidays.
- Excellent verbal, written, interpersonal, and mathematical skills.
- Ability to work with a team.
- 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 consistently meet deadlines and prioritize tasks in a deadline driven environment
- Knowledge of ATMS would be an advantage.
- Strong organisation skills and a customer service orientation.
- Good presentation and sales ability.

#### Banking Operations

Butterfield's Banking Operations team supports millions of financial transactions globally across all of our banking locations. Our customers range from personal bank account holders to corporate and wealth clients. Banking Operations is a fast-moving environment, where innovation is at the heart of the team's everyday responsibilities to provide services that keep Butterfield at the forefront of financial services.

#### Why Butterfield?

Butterfield is a leading independent offshore bank and trust company. 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:

**Tuesday 21 December, 2021**

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



*butterfieldgroup.com*



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