

# 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 the world's leading, independent offshore bank and trust company.

### Vice President, Head of Merchant Services – Bermuda and Cayman

The position reports to the Senior Vice President, Group Head of Card Services, and is responsible for the design and implementation of a competitive line of merchant products and services that contribute to the profitable growth of Butterfield's merchant portfolio in Bermuda and Cayman.

#### Your responsibilities will include:

- Formulating and recommending to management the overall strategy for merchant acquiring, including strategies for improved products, delivery systems, customer service, fee structures, processing systems and marketing
- Strategically managing relationships with third-party processors and vendors, including negotiating complex service and fee agreements and obtaining competitive pricing
- Creating and executing annual plans by product line, including the development of profitability models, and ensuring the achievement of annual growth and profitability objectives
- Developing and launching new products and services to meet identified market and customer needs
- Providing support and training, ensuring that line and staff personnel develop the necessary product knowledge and skills to service customers and sell Butterfield products
- Managing relationships with internal service providers to ensure product requirements are clearly defined and that systems delivered meet requirements
- Liaising with internal departments, ensuring all new and existing products fall within acceptable risk parameters

#### Your qualifications and skills include:

- University degree in accounting/finance or related discipline, with a minimum of seven years' extensive merchant acquiring experience plus five years' management experience
- Sound knowledge of Visa and Mastercard bankcard operating regulations
- Ability to execute initiatives effectively and deliver results in the local market environment with multiple product platforms
- Excellent analytical and critical thinking skills
- Well-developed financial skills and experience to manage the profitability of the merchant portfolio
- Top-notch communication, management and negotiation skills to professionally represent and promote the bank with customers and executive management, and in negotiations with processors, competitors, suppliers and partners
- Strong writing and management accounting skills to prepare business cases and strong verbal communication skills
- Proficient in Microsoft Office suite of applications with superior excel skills

#### About the team

At Butterfield, our Merchant Services team takes the time to get to know each individual customer and fully understand their financial needs. Butterfield Merchant Services offer our corporate clients the convenience of accepting all major credit card brands, we offer point-of-sale credit card terminals for brick-and-mortar stores, whilst also offering e-commerce solutions.

#### Why Butterfield?

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, 28 November, 2022**

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



[butterfieldgroup.com](http://butterfieldgroup.com)



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