

Careers, by BUTTERFIELD.



Step up.

At Butterfield, we provide full-service community banking and specialised international financial services. Operating in multiple jurisdictions, we focus on results, value relationships, and celebrate success. If this 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.

Operations Manager – Investigations & Outsourcing

Reporting to the Vice President, Operations, this position is responsible for managing day to day operations, assisting with reporting and contributing to the development and implementation of strategies, policies and procedures.

Your responsibilities will include:

- Overseeing all daily operations of investigation and effectively managing the team by completing appraisals, identifying training gaps and providing coaching, training and support.
- Setting, monitoring and enforcing customer service levels and customer issues, including resolution/targets and volumes.
- Keeping abreast of regulatory changes, system enhancements and departmental policy changes.
- Adhering to department guidelines, policies, and procedures and regulatory requirements governing wire transfers and outsourcing to ensure banking compliance standards are met.
- Providing quality customer services, ensuring all work processes are completed at the highest level of performance and ensuring all customer investigations are actioned and completed in a timely manner.
- Ensuring all reconciliations/ Nostro accounts are reviewed daily and cleared in a timely manner.
- Preparing monthly statistical reports.
- Assisting in managing relationships with internal management and committees to ensure the group adheres to and performs in accordance with regulatory requirements regarding all outsourcing relationships.
- Assisting with addressing questions, concerns, and issues raised relative to the management and monitoring of outsourced relationships.
- Assisting with tracking, monitoring, and coordinating outsourcing reports and supporting regulatory submissions.
- Controlling operating expenses to meet productivity and budget targets.
- Undertaking any other tasks as assigned by management to achieve departmental goals and objectives.

Your qualifications and skills include:

- Bachelor's degree in business, finance, management and/or banking, in addition to eight years of banking experience with a proven knowledge of all aspects of financial services and operational areas and three years of experience in managing and delivering outsourced services.
- Prior experience of managing a team is essential.
- Must be familiar with correspondent banking relationships and international money transfers best practices; a thorough knowledge of SWIFT will be an asset.
- Strong organisational, analytical, and problem-solving skills with the capability of assisting the management team in leading support staff in meeting goals in deadline driven environment.
- Adherence at all times to the underlying principles of workplace loyalty, integrity and confidentiality.
- Strong technical skills, including proficient knowledge of Microsoft Office (Word, Excel, PowerPoint, Outlook) and Access
- Ability to consistently meet deadlines and prioritise tasks
- General knowledge of Banking products, ledger balances, excellent customer service concepts and anti-money laundering policy and procedures.
- Willingness and ability to adjust working hours with minimal notice and to work on public holidays.

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?

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.

Closing date:

Thursday, 19 January, 2022

Let's start a conversation.



butterfieldgroup.com

