



Our people are our competitive advantage.

At Butterfield, we pride ourselves on being approachable, disciplined and proactive. If you embody these qualities and have the necessary experience, you may be the one we're looking for.

Vice President Electronic Banking Department

This position reports to the Executive Vice President, head of Bermuda Retail Banking, and is responsible for the profitability of the Bank's electronic banking, credit and debit card products and for the staff who support these products.

Your responsibilities will include:

- formulating and recommending overall strategy for Electronic Banking, including strategies for new and enhanced card products, delivery channels, services, strategies and marketing
- developing innovative and value added products to maximise customer retention and maintain bank's reputation for providing leading-edge products
- identifying and developing profitable and innovative enhancements to existing card and merchant products and alternative delivery channels
- directing the product management teams responsible for delivering enhancements and new products
- managing all card, merchant and alternative delivery channel support operations and reconciliation groups
- managing multiple (25+) vendor, processor, partner (British Airways, American Airlines) and association (MasterCard, Visa, Amex) relationships with a view to maximising value to the Bank and minimising expense.
- directing and managing the Bank's Internet delivery channel (currently Butterfield Direct), growing the channel and being strategically responsible for its success
- implementing cost controls and fraud loss management to achieving growth in revenue and net income

Your experience may include:

- University degree in Business or related discipline, with ten years management experience in card operations
- ten years experience in credit card and merchant acquiring operations and product management role with five years in a management capacity with P&L responsibility for multiple product lines would be an asset
- Proven expertise in the credit card industry, including business dynamics, operations, risk management and profitability management
- strong knowledge of bankcard associations and operating regulations
- experience managing alternative delivery channels such as ATMs, internet banking and telephone banking
- experience with First Data Resources systems considered vital
- strong organisational skills and ability to successfully manage product enhancements and new product launches
- demonstrated management skills with the ability to motivate, develop and lead a team
- strong managerial, interpersonal and communication skills both verbal and written
- proficient in Microsoft Office suite of applications

Please apply by 16 May 2011 to:
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www.butterfieldgroup.com



Butterfield

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