

CAREER OPPORTUNITY

The **National Bank of Dominica Ltd.** is a leading indigenous bank in the Eastern Caribbean Currency Union. We are seeking an **Executive Manager, Banking Services** with effective leadership skills who can effectively and efficiently manage the Banking Services Department of the NBD Group. Our ideal candidate would have a proven and successful track record in sales in a competitive market, a thorough knowledge of banking services, and customer service best practices and requirements in banking.

As the **Executive Manager**, reporting to the Managing Director, the individual will provide strategic leadership by working with the Executive Management Team to ensure the profitable, customer centric and continued development of the Bank's banking services. In addition, the Executive through strong leadership, knowledge and application of best practices and requirements in banking, will drive sales, service excellence and seize opportunities to increase market share, revenue and profitability in alignment with NBD's strategy, policies and Eastern Caribbean Central Bank (ECCB) guidelines.

Specific Accountabilities include but are not limited to:

- i. Developing and implementing in collaboration with other pertinent departments exceptional customer service initiatives towards strengthening the service excellence brand.
- ii. Contributing to the preparation, implementation and monitoring of the Bank's strategic, operational plans and annual budget.
- iii. Leading the preparation of the Banking Services strategic and operational plans.
- iv. Preparing and monitoring the Department's overall annual budget and making and/or implementing recommendations to achieve financial targets and business goals.
- v. Delivering retail banking services in a manner that promotes and supports the effective and sustainable growth of NBD.
- vi. Designing, implementing and monitoring sales initiatives, in collaboration with the Marketing & Product Management Department.
- vii. Developing and implementing effective policies and procedures to ensure efficient and compliant operations such as FATCA and to ensure the integrity of the Bank's records, mitigate against risk and provide efficient and effective operational support services to the Group.
- viii. Effecting operational actions to ensure at least 'Good' or better customer services ratings.
- ix. Ensuring all data processing and document management functions are efficiently executed in compliance with the Bank's policies, procedures and standards and in keeping with the laws of Dominica and ECCB regulations.
- x. Ensuring the efficient functioning of the Card Operations unit in order to achieve the team's objectives within the guidelines and policies of the Bank, liaising with external vendors and associates to ensure the protection and profitability of the card processing operation
- xi. Recommending and/or implementing proactive measures to mitigate risks including financial, reputational, legal risks in the day-to-day operations of the department.
- xii. Working closely with the Eastern Caribbean Central Bank (ECCB), pertinent government agencies, other Banks and financial organisations as required.

- xiii. Networking with domestic and international members of the financial community to build and maintain critical internal and external relationships.
- xiv. Effectively managing and developing the team, engagement, overall performance, and productivity including providing coaching, indentifying performance gaps, recommending performance interventions as required.
- xv. Effectively and efficiently organising and managing the department's team and workflow.
- xvi. Preparing papers, briefs, reports and related documents as required.
- xvii. Carrying out other duties as may be assigned.

Corporate Profile:

We are seeking an individual who has the ability to work effectively as a member of a team, in a fast-paced environment and is able to contribute significantly to achieving the organisation's goals and objectives.

The candidate should possess a Master's degree in the field of Management, Finance, Banking Services, Business Administration or relevant area with work experience of at least eight (8) years in commercial/retail banking, with a minimum of five (5) years in a senior management position comparable in nature to the requirements of this position.

Your profile should include:

- Knowledge of the principles and guidelines as directed by ECCB, compliance regulations, the banking Act and relevant legislations.
- Proven leadership skills with the ability to effectively manage, delegate, coach and engage people
- Sound business judgment including strategic thinking, risk assessment and problem solving with a global mindset.
- Customer service orientation and the ability to organize resources to deliver service excellence
- Strong decision making and negotiation skills.
- Effective communications skills – verbal including presentations and written.
- Computer literate with a working knowledge of the Microsoft Office suite.
- Organised, thorough and accurate.
- Flexible team player with initiative and high integrity.

A competitive salary and benefits package, commensurate with qualifications and experience will be offered to the selected candidate. Please email your resume and cover letter in confidence by 31December 2014 to the attention of **Ms. Macina Bethel** at mbethel@nbd.dm.

Only shortlisted candidates will be contacted.