

ON ARUBA – COMING SOON

CIBC FirstCaribbean is a major Caribbean bank offering a full range of market-leading financial services through our Wholesale Banking, Retail and Wealth Management segment. It is the largest, regionally-listed bank in the English and Dutch speaking Caribbean. The bank has over 3000 employees and 66 branches, in 17 countries. For this client Deloitte Dutch Caribbean is seeking candidates for the positions of:



FirstCaribbean
International Bank



Relationship Manager Platinum Banking

The Position

As Relationship Manager Platinum Banking you are responsible for building and servicing a portfolio of high value net worth clients in what we call the Platinum Banking segment. You deliver a high level of service and personal attention to the Bank's affluent personal clients with the aim of developing strong relations and to advice on all relevant banking services; loans and mortgages but also investment advice.

Your Profile

You have a Master's degree in Business Administration or equivalent qualification and at least 7 years relevant work experience in banking. You are an experienced Relationship Manager and have worked in a front line role with knowledge of selling lending and investment products. You have strong commercial and customer drive, focused on building customer relationships. You are able to communicate in English, Papiamentu and Dutch.

Mortgage Manager

The Position

As Mortgage Manager you are responsible for realizing mortgage sales and business development targets and for management of the mortgage portfolio, ensuring superior levels of client service, delinquency management and risk and security management. You are the point of contact for customers and you develop close working relationships with real estate brokers, attorneys, insurance companies and other relevant stakeholders.

Your Profile

You have a Master's degree in Business Administration or equivalent qualification and at least 7 years relevant work experience in banking. You are an experienced mortgage lender, dealing with business and high net worth clients and intermediaries. You have excellent analytical and credit writing skills and a strong commercial drive, focused on building customer relationships. You are able to communicate in English, Papiamentu and Dutch.

Platinum Banking Associate (mortgage & wealth)

The Position

As Platinum Banking Associate you provide dedicated sales and service support to a portfolio of Platinum clients. You build and maintain client relations, you anticipate and analyze client needs and identify and close on sales opportunities. You support the Relationship Manager and Mortgage Manager in drafting lending and mortgage propositions.

Your Profile

You have a relevant Bachelor's degree and a minimum of 3 years' experience in a similar position. You have knowledge of the principles of mortgage and consumer lending. You have excellent customer service, commercial and analytical skills, and you are able to communicate in English, Papiamentu and Dutch.

Credit Officer

The Position

As Credit Officer you provide support to the Corporate Banker and you assist with the preparation of credit applications, and the management of the portfolio of corporate lending clients. You analyze financial statements and you communicate with clients regarding credit applications. Furthermore you take care of necessary administration and documentation activities.

Your Profile

You have a relevant Bachelor's degree and a minimum of 3 years' experience in corporate banking and credit risk. You have good understanding of financial statements and you have experience in financial and cash flow analysis. Furthermore you have good writing and oral communication skills in English, Papiamentu and Dutch.

Assistant Customer Service Manager

The Position

As Assistant Customer Service Manager you support the achievement of the branch's service and referral goals by promoting the provision of excellent customer service at all times and by providing guidance and coaching to the Customer Service Officers. You ensure that customer feedback is handled conform standards and you inform and train your team in these matters. Furthermore you are required to manage cash holdings and to monitor cash and/or transactional balancing activities.

Your Profile

You have a relevant MBO/HAVO degree and a minimum of 2 years of experience in a supervisory role concerning customer service and operation activities. You are self-motivated and you have excellent supervisory, customer service, and commercial skills. You can work independently and you are precise and trustworthy. Furthermore you are able to communicate in English, Papiamentu and Dutch.

Customer Service Officer (teller)

The Position

As Customer Service Officer you provide a high level of customer service to meet and exceed customer's expectations. You manage the workflow of the Customer Service Counter and provide day-to-day transactions based advice and services to banking clients. You are also responsible for identifying and referring sales opportunities and you respond to and resolve customer inquiries.

Your Profile

You have a MBO/HAVO degree and a minimum of 2 years of experience in customer service within a banking environment. You have excellent customer service, interpersonal, organizational and commercial skills. You can work independently and you are precise and trustworthy. Furthermore you are able to communicate in English, Papiamentu and Dutch.

Branch Ambassador

The Position

As Branch Ambassador you 'meet and greet' customers, you engage in face-to-face contact with customers and you deliver assistance and guidance. You encourage the use of appropriate channels through demonstrations; you resolve general queries or escalate as needed. Furthermore, you observe in-branch service levels and provide feedback to the Branch Manager.

Your Profile

You have a MBO/HAVO degree and you are experienced in customer service activities preferably within a banking environment. You are charismatic and you have excellent customer service and commercial skills. Furthermore you are able to communicate in English, Papiamentu and Dutch.

Money Laundering Reporting Officer

The Position

As Money Laundering Reporting Officer you support the Bank in the prevention and detection of money laundering and terrorism funding. You must understand and follow anti-money laundering policies and procedures. You ensure that business transaction records are kept in accordance with local legislation and FirstCaribbean's AML/ATF Policy and you maintain the logs for Request for Information and Suspicious Activity Report filings.

Your Profile

You completed secondary education and preferably an education/vocational study in the field of legal assistant and/or compliance. You have a minimum of 3 years relevant compliance experience. You are a person of high integrity and highly analytical, critical and persistent. Furthermore you are able to communicate in English, Papiamentu and Dutch.

The offer: our client offers competitive terms of employment and a dynamic work environment.

Procedure: for further information about the organization and/or the positions you may contact Esther Baaij, Senior Manager Human Capital Consultancy, Learning & Assessments at Deloitte Dutch Caribbean +297 528 6200. Please send your application letter and resume to hrm@deloitte.com no later than April 4, 2016. You will receive a confirmation within two days, if not please contact us. An assessment may be part of the selection process. All applications will be handled confidentially.

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