

Position: Teller

Location: Corozal Branch

Employment Type: Full-Time

Reports to: Customer Service Supervisor

Job Purpose:

The Teller is responsible for serving customers by managing documents, financial transactions, and information efficiently, securely, and in line with the Bank's policies and security protocols. This role ensures customers feel welcomed, assists with a variety of banking transactions, and identifies opportunities to promote the Bank's products and services to meet customer needs.

Key Responsibilities and Duties:

- Handle customer transactions, including cash and cheque deposits, withdrawals, payments, and encashments accurately.
- Process foreign exchange transactions, credit card payments, and Night & Day deposits.
- Assist customers with credit and debit card inquiries, balance updates, manual overrides, and disputes.
- Validate and update customer contact information and upload relevant forms as needed.
- Scan and capture cheques and vouchers; organize cash by category and maintain proper custody and security of cash and vouchers.
- Identify customer needs, cross-sell banking products and services, and obtain referrals.
- Reconcile and balance cash drawers, complete daily cash logs, and verify transactions processed by other Tellers.
- Deliver excellent service to all internal and external customers.

Education and Work Experience:

- Associate Degree in Business Administration, Accounting, or related field.
- At least 6 months' work experience counting/receiving/disbursing money/executing financial transactions in a service-related industry and/or prior bank teller experience.

Knowledge, Skills and Abilities

- Good knowledge of money handling methods, negotiable instruments, and basic mathematics.
- Intermediate proficiency in English (written and spoken); Spanish is an asset.
- Understanding of banking regulations, including anti-money laundering practices.
- Excellent communication, interpersonal, organizational, and time management skills.
- High attention to detail and good analytical and problem-solving abilities.
- Ability to handle challenging customer interactions professionally and maintain confidentiality.
- Competent in using a computer and standard office equipment.
- Strong ability to promote and sell banking products and services and build a referral network.

Qualified applicants can send their résumés/CVs to:
The Human Resource Department Email: careers@belizebank.com
(Subject: Teller - Corozal Branch)

Deadline for submissions is July 1, 2025

*A valid Police Record will be required for an offer to be made to a successful candidate

**Only shortlisted candidates will be invited for an interview. If you do not hear from us within two (2) weeks of the application deadline, we encourage you to apply for future opportunities with us.*