

Position: Teller

Location: San Pedro

Employment Type: Full-Time

Reports to: Cash Services Supervisor

Job Purpose:

The Teller is responsible for serving customers by managing documents, information and financial transactions in an organized, efficient and secured manner. The position is expected to greet and acknowledge each customer to make them feel welcome, while complying with the Bank's policies and procedures and security protocols. The Teller is expected to build customers' awareness of current and new products and services and identify customer needs to capitalize on referral opportunities.

Key Responsibilities and Duties:

- Handles transactions for customers, including cash and cheque deposits, withdrawals, encashment of BBL cheques, over the counter payments, etc. accurately
- Processes foreign exchange transactions, including sales and purchase of foreign currencies, cash advances and credit card payments
- Processes Night & Day deposits and prepares Record Sheet
- Assists customers, with credit and/or debit cards, with updated credit card balances, processing of manual overrides and filing of disputes
- Validates customers' contact information and update the system, where necessary
- Scans and captures cheques and vouchers
- Uploads Source and Application of Funds Form, when applicable
- Ensures that cash is organized into three (3) categories: reusable, mutilated and ATM
- Identifies customer needs by providing information on current and new products and services by cross selling and obtaining referrals; directs customers, as needed
- Maintains proper custody and security of cash and vouchers; stores excess cash securely and surrenders when necessary
- Reconciles and balances cash drawers by counting and packaging coins and currency with 20 minutes;
- Completes Cash Holdings log on a daily basis
- Assists with the verification of transactions processed by other Tellers
- Delivers 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

- Sound understanding and working experience of investments and financial risk management
- Knowledge of laws and regulations relevant to the banking industry
- Knowledge of accounting standards, in particular the standards related to the accounting treatment of financial instruments
- Knowledge of Basel Banking Principles
- Knowledge of quantitative techniques such as regression analysis, simulation, scenario analysis, etc.
- Knowledge of investment appraisal and portfolio management
- Knowledge of fixed income instruments and regional and US investment markets
- Knowledge of Microsoft Excel at an advanced level
- Strong interpersonal and communication (verbal and written) skills

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

Deadline for submissions is July 31, 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.*