

**Position: Customer Support Center Relief Assistant**

**Location:** Belize City

**Reports to:** Customer Support Supervisor

**Job Purpose:**

The Relief Assistant is responsible for the relief of the various Customer Support Center positions during absenteeism, annual leave, and vacancies. The Customer Support Relief will address complaints; give customers the proper solutions, and follow up to resolve issues with customers' experience. The role works a flexible & remote night schedule that is subject to change if the need arises in order to provide relief to the Customer Support Center.

**Key Responsibilities include but not limited to:**

- Accurately, timely and properly assist clients with their issues, problems and queries
- Manage large amounts of inbound and outbound calls in a timely manner
- Identify and understand client's issues, problems, and opportunities
- Deals effectively with clients in antagonistic situations, using appropriate interpersonal styles and methods to reduce tension or conflict as per call center "script"
- Follow-up and resolve all outstanding issue/items relative to clients' or Retail Branches' queries
- Make customers and their needs a primary focus of one's actions; developing and sustaining productive customer relationships
- Establish proper courses of action to ensure that work product is completed efficiently and on time/within proper time limits
- Possess, acquire, and maintain the technical/professional expertise of the Bank's systems, policies and procedures required to do the job effectively and to create effective customer solutions
- Answer queries in relation to promotions and sales campaign of Bank's products and services in addition to seizing opportunities to upsell products when they arise
- Ensure that solutions and responses to client's queries, concerns and problems are addressed in strict adherence to Bank policies, procedures and standards in order to protect the Bank's interest and minimize risks/losses
- Actively follow the procedures outlined in the Superior Service Management Policy for serving clients at all service delivery channels and for handling compliments, suggestions, queries and concerns
- Meet personal/team qualitative and quantitative targets
- Work with Management, other branch staff and peers for the betterment of Belize Bank
- Actively participate in meetings and other unit/bank activities

**Requirements:**

- Minimum of an Associate's Degree in Accounting, Business Management, Finance or a related field from an accredited educational institution.
- Minimum 3 years progressive work experience in banking and/or financial experience with at least 2 years work experience in Customer Service.

**Knowledge, Skills & Abilities:**

- Knowledge of the banking industry in Belize and general regulatory procedures mandated by the Central Bank of Belize (asset)
- Computer literate at an intermediate to advanced level with proficiency in Microsoft Office Word and Excel and the Bank's various internal systems
- Service Oriented with excellent customer service and interpersonal skills with sound judgement and tact in customer interaction
- Effective written and verbal communication skills; listening skills
- Effective organizational and problem solving skills
- Ability to work under pressure
- Ability to be customer focus and adapt to different personality types
- Ability to multitask and prioritize workload and handle volume calls while maintaining professional and personable approach
- Ability to maintain confidentiality to the highest priority in all functions at the Bank
- Bilingual in English and Spanish with the ability to speak and write

*Qualified applicants can send their résumés/CVs, and at least two references to:*

Assistant Manager – Human Resources  
The Belize Bank Limited  
21 Regent Street  
Belize City

Or Email: [careers@belizebank.com](mailto:careers@belizebank.com)

Re: Customer Support Center Relief Assistant Position

**DEADLINE FOR APPLICATIONS is November 3, 2023**