

**Position:** Customer Support Representative  
**Department:** Customer Support Center  
**Division:** Integrated Banking Services Division  
**Employment Type:** Full-Time  
**Reports to:** Customer Support Supervisor

**Job Purpose:**

The Customer Support Representative serves as a primary point of contact for customers and internal stakeholders by providing timely, accurate, and professional support. The role is responsible for managing customer inquiries and complaints, coordinating issue resolution across departments, supporting branch operations, and contributing to service quality and customer satisfaction objectives. The position may require participation in scheduled on-call rotations.

**Key Responsibilities and Duties:**

- Manage a high volume of inbound and outbound customer calls in a professional and timely manner.
- Address customer complaints, concerns, and inquiries, ensuring appropriate solutions and follow-up.
- Verify customer information and follow established scripts and procedures when handling calls.
- Redirect issues to the appropriate departments and follow up to ensure resolution.
- Log customer queries and complaints using PowerApps and other tracking systems.
- Assist branches with client information updates, risk ratings, and documentation queries.
- Respond to customer inquiries related to Bank promotions, products, and service campaigns.
- Identify opportunities to promote and upsell the Bank's products and services.
- Conduct scheduled callbacks and follow up on outstanding customer and branch issues.
- Communicate discrepancies related to securities or loan documentation to relevant teams.
- Deliver consistent, professional service in line with Bank policies and procedures.
- Participate in departmental meetings, training, and development activities.
- Perform other related duties as assigned.

**Education and Work Experience:**

- Associate's Degree in Business Administration, Business Management, or a related field.
- Minimum one (1) year of experience in banking and/or financial services.
- At least six (6) months' experience in customer service, call centers, or a BPO environment is required.

**Knowledge, Skills and Abilities**

- Knowledge of the banking industry in Belize and general regulatory requirements.
- Strong verbal and written communication skills in English; Spanish proficiency is an asset.
- Intermediate to advanced computer skills, including Microsoft Word, Excel, and internal systems.
- Strong organizational and time-management skills with the ability to handle high call volumes.
- Good analytical, problem-solving, and active listening skills.
- Customer-focused mindset with the ability to adapt to different customer needs and situations.
- Ability to multitask, prioritize workload, and remain professional under pressure.
- High level of confidentiality, professionalism, and integrity.

***Interested candidates can send a cover letter and résumé to:***

People & Culture Department Email: [careers@belizebank.com](mailto:careers@belizebank.com)  
(Subject: Customer Support Representative – Customer Support Center)

**DEADLINE FOR APPLICATIONS is December 29, 2025 at 11:59 pm**

*\*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.*