

Position: Manager, Digital & Retail Banking

Department: Digital & Retail Banking Services

Employment Type: Full-Time

Reports to: General Manager – Integrated Banking Services

Job Purpose:

The Manager, Digital & Retail Banking Services is to provide overall branch management by leading the achievement of team sales objectives and related activities at a high standard of operational effectiveness, superior customer service, both internal and external, and optimal risk management. The position is also required to provide ongoing coaching and to develop branch staff, to ensure a high level of employee capability and commitment.

Key Responsibilities and Duties:

- Lead and manage branch operations, staff, and resources to achieve business and service objectives
- Drive new client acquisition and grow existing customer relationships
- Ensure compliance with due diligence, credit, AML, and all bank policies and procedures
- Oversee branch administration, reporting, records management, and security controls
- Manage risk by monitoring out-of-order accounts, past-due items, and credit reviews
- Build, coach, and develop a high-performing team through regular feedback and training
- Promote effective communication and collaboration across departments
- Ensure timely completion and submission of all branch reports and assigned tasks
- Deliver exceptional service to internal and external customers
- Participate in meetings, initiatives, and ongoing professional development

Education and Work Experience:

- Bachelor's Degree in Business Administration or related field.
- Minimum 5 years of previous experience in sales and service supervision and/or coaching capacity and direct sales experience, together with general Branch Banking management experience.

Knowledge, Skills and Abilities

- Strong knowledge of the Belize banking industry and Central Bank of Belize regulations
- Solid understanding of branch operations, workflows, systems, and processes
- Proficient in English and Spanish (oral and written)
- Intermediate to advanced computer literacy, including Microsoft Word and Excel
- Sound analytical, credit risk assessment, and decision-making skills
- Customer-focused with strong sales, prospecting, and business development capabilities
- Demonstrated leadership, people management, and team-building skills
- Excellent communication, negotiation, and conflict resolution abilities
- Highly organized with strong time management and ability to handle high workloads
- Strategic thinker with the ability to influence change and perform effectively under pressure
- Strong networking ability and commitment to confidentiality and professional integrity

Interested candidates can send a cover letter and résumé to:

People & Culture Department Email: careers@belizebank.com

(Subject: External Job Posting – Manager, Digital & Retail Banking Services)

DEADLINE FOR APPLICATIONS is January 30, 2026 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.*