

Position: Customer Service Representative

Branch: Belmopan Branch

Employment Type: Full-Time

Reports to: Customer Service Supervisor

Job Purpose:

The Customer Service Representative (CSR) is responsible for delivering exceptional service to customers by addressing their financial needs in a courteous, efficient, and professional manner. The role involves processing customer transactions, managing inquiries, resolving issues, and identifying sales or referral opportunities in alignment with the Bank's service and operational standards.

Key Responsibilities and Duties:

- Provide superior customer service by responding to customer needs in a professional and timely manner.
- Accurately process a variety of banking transactions including account openings, term deposits, payments, and card services.
- Manage customer inquiries and complaints by ensuring prompt resolution and follow-up with relevant departments.
- Promote and cross-sell the Bank's products and services to existing and potential clients.
- Ensure compliance with all internal policies, procedures, and regulatory standards.
- Maintain accurate customer records and support account onboarding and retrofitting activities.
- Assist with credit/debit card issuance, reconciliation, and reporting of lost or stolen cards.
- Prepare and manage customer correspondence such as reference and embassy letters.

Education & Experience:

- Associate Degree in Business Administration, Accounting, or related field.
- Minimum one (1) year of experience in customer service, call center, or banking environment. Prior teller or custodial experience is an asset.

Knowledge, Skills & Abilities:

- Strong customer service and interpersonal skills.
- Excellent communication and problem-solving abilities.
- Ability to work under pressure while maintaining professionalism.
- Organized, detail-oriented, and capable of multitasking effectively.
- Proficiency in Microsoft Office and basic banking systems.
- Bilingual (English/Spanish) communication is an asset.

Interested candidates can send a cover letter and résumé to:

People & Culture Department Email: careers@belizebank.com

(Subject: Customer Service Representative, Belmopan)

DEADLINE FOR APPLICATIONS is September 7, 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.*