



# RBC Montserrat has a vacancy for a CSR Peak Time

## OBJECTIVES:

- Contributes to branch client experience by providing professional and attentive service to clients by accurately completing immediate banking needs
- Takes personal accountability for delivering superior client experience including effective problem resolution.
- Identifies client's needs, looking for opportunities to refer clients to the appropriate in-branch sales individual/alternative channels.

## KEY RESPONSIBILITIES

### CLIENT EXPERIENCE

- Provide superior client experience by demonstrating the protocols for CSR's with clients:-
  - Proactively invites client to the wicket
  - Makes eye contact with all clients and greets clients warmly
  - Uses clients names at least twice during the transaction and at the close of the transaction
  - Efficiently complete the clients primary need ensuring the client is informed of what they are doing throughout the transaction and if they have to leave the wicket.
  - Is pleasant & courteous to all clients
  - Always asks the client if there is anything else they can do for them
  - Thanks the client by name for having their business with RBCC
- Consistently demonstrating the behaviours and essentials outlined in the "Living the Client Experience" and 4 Essentials of Client Care.
- Process client's transactions quickly and accurately without the client having to go to anyone else.
- Ensure the client is always comfortable and at ease
- Take ownership of client problems at first point of contact. Ensures appropriate escalation to the Manager Client Care & or other branch colleagues as required.

### EMPLOYEE CAPABILITY & ENGAGEMENT

- Demonstrates personal commitment to ensuring knowledge, behavioural and technical skills to meet position requirements
- Demonstrate commitment to team work by coaching, mentoring and assisting colleagues in meeting the needs of all clients.

### CLIENT SOLUTIONS

- Utilize/leverage the full product suite for personal markets including Roytrin and other asset management products
- Maintain awareness of opportunities to cross sell the Bank's products and services
- Maximize use of referral opportunities to the Sales Team for business with all clients to enhance retention, referrals, and sales results and contribute to superior client care.
- Acquire new clients through referrals of existing clients.

### BUSINESS & RISK MANAGEMENT

- Ensuring bank and customer information is kept secure and confidential at all time
- Monitoring account activity, documenting and investigating significant or unusual transactions
- Maintain awareness of opportunities to determine areas of operational risk or potential losses
- Focus on getting transactions right the first time and take the appropriate action to minimize client impact and unit losses

### QUALIFICATIONS/EXPERIENCE

- Banks entry level requirement of five (5) CXC O'Levels, Maths (or POA), English Language, and any other three subjects at General O' levels grades 1 & 11
- Knowledge of cash operations

### CRITICAL SKILLS

- Strong Customer Service and sales Skills
- Excellent Interpersonal Skills
- High degree of accuracy and efficiency
- Ability to multi-task
- Strong Team Player

*Please note Hours of Work:*

Monday to Friday 10 a.m.-2 p.m. or twenty (20) hours per week

All applications must be submitted via e-mail to:  
**tt-ec-bbreruitmentjobpostings@rbc.com**  
or mail to RBC Royal Bank, Brades,  
Montserrat  
By Friday, March 4th, 2016