



Antigua Commercial Bank

Assistant Manager – Banking Operations

Antigua Commercial Bank is seeking to recruit a qualified and experienced individual for the position of Assistant Manager – Banking Operations to support the Senior Manager, Operations & Strategy by overseeing all Back-Office Operations, which includes the Customer Support Unit, Digital Banking Unit, and Treasury and Cash Management Unit. He/she plays an integral role in the efficient execution of the Bank's operations, minimising operational risk and loss by ensuring compliance with banking standards, policies and procedures, and driving the implementation of innovative retail technology to enhance the overall customer and employee experience.

The duties to be performed include, but are not limited to the following:

- Ensures that the organisation optimizes its revenue streams from credit and debit card products, to increase the non-interest to interest income ratio.
- Leads the Banking Operations team to create and maintain a seamless integrated operating model across services and operating centres within the Bank.
- Acts as internal point of escalation across Back Office Operations related to Treasury & Cash Management, Digital Banking, and Branch Support & Verification.
- Manages the execution of ACB strategies for Back Office Operations and Electronic Banking; understands the impact on the customer and business and prioritizes change activity in order to maximize opportunities and mitigate any risks.
- Ensures that the regulatory framework of the functions in Banking Operations meets all regulatory requirements.
- Drives the implementation of technology in Banking Operations (especially as it relates to Back-Office automation and Digital Banking) to ensure the long-term viability and success of ACB to provide customers and stakeholders with efficient service.
- Constantly reviews and reports on processes within Banking Operations to ensure that operational efficiency is maintained through seamless processes.
- Supports the execution of the operations strategy of the Bank by managing Back-Office functions as outlined in the organisational structure.
- Identifies strategic and operational risks within Banking Operations, works with Senior Manager, Operations & Strategy to ensure mitigation strategies are in place, and as directed, takes action to minimise any actual or potential impact.
- Monitors Banking Operations compliance with legislation and regulatory bodies.

To perform the job successfully the individual must have:

- At least a first degree in Banking, Business, Economics, Finance or an advanced diploma in a related field from an accredited college or university
- 5 - 10 years' experience in the Banking or Finance industry with at least 4 years' experience in a supervisory position, experience in a Commercial Bank is preferred.
- Experience in Financial Management
- Thorough understanding of Banking, back office operations and the regulatory environment
- Thorough understanding of digital banking products such as EFT, Mobile Banking, debit and credit cards and other payment mechanisms
- Understanding of strategy implementation and work breakdown structure
- Sound leadership/supervisory skills
- Excellent written & verbal communication skills

Compensation: An attractive package inclusive of Pension Plan and Medical Insurance. Applications with résumé and three character references may be submitted to:

“Assistant Manager – Banking Operations”
Human Resource Department
Antigua Commercial Bank
Thames and St. Mary's Streets
P.O. Box 95, St. John's, Antigua

or

Email: hr_applications@acbonline.com

Suitable applications received by **April 14, 2020** will be acknowledged. Please visit our website www.acbonline.com for additional details.