

Digital Concierge

Our Digital Concierge has a passion for problem solving and uses their diagnostic and people skills to ensure our clients are seamlessly transitioned to digital channels. The Digital Concierge is critical in maintaining both our clients' experience and trust in Clarien as a digital first bank.

Our Digital Concierge must thrive on client interaction, be a flexible, technologically capable self-starter and enjoy working within a demanding and progressive, professional banking environment.

Our Digital Concierge is expected to spot sales opportunities whilst nurturing strong working relationships with clients and colleagues to ensure the delivery of consistent high quality banking services.

Primary Responsibilities:

- Continuously migrate and support our clients through our digital and self-service channels
- Excel at needs discovery and solution development to assist clients with their daily digital banking needs including iBank enrollment and support, digital account opening and self-service administrative requests
- Provide dedicated support to the Clarien team as it relates to digital service requests and project initiatives
- Ensure a seamless client experience
- Represent Clarien at various business and community events with a view to strengthening client relationships
- Carry out special projects as assigned or other duties as required and directed by Personal Banking leadership.

- Ability to adapt to change and a commitment to continuous learning
- Ability to manage multiple priorities and client requests at one time
- Superior oral and written communication skills for both internal and external purposes
- Ability to understand and implement processes and/or regulatory requirements
- Ability to apply strong critical thinking and problem solving skills to meet client needs.

The successful candidate must have:

- Minimum Education: A university degree in Business or Finance or equivalent combination of formal training and experience.
- Minimum Experience: 1 year of client service experience.
- Skilled at assessing customer needs and providing applicable solutions whilst building client relationships
- Be technologically confident
- Good knowledge of financial management and banking products and services

Competencies:

- Accountability & reliability
- Accuracy
- Continuous improvement
- Initiative

Clarien is an equal opportunity employer and offers a competitive compensation package commensurate with qualifications and experience.

Please submit a detailed cover letter and résumé no later than March 17th, 2023 to:

Human Resources Department
25 Reid Street, Hamilton HM 11
P.O. Box HM 665, Hamilton HM CX
Email: jobs@clarienbank.com
Fax: + 441 296 7701

Point House, 6 Front Street, Hamilton HM 11, Bermuda
www.clarienbank.com | 441 296 6969

We sincerely thank all applicants for their interest. Only those candidates under consideration will be contacted.

Clarien Bank Limited, through its wholly owned subsidiary companies, is licensed to conduct bank, investments, corporate service provider and trust business by the Bermuda Monetary Authority.

