



Position Description

Position Title:	International Customer Sales Consultant
Department:	Financial Markets
Report to:	Manager Markets
Term of Employment:	Permanent Position

Purpose

(How does the position contribute to the success of the *nbs* Strategic Goals & Vision?)

The International Customer Sales Consultant is responsible for delivering high-quality customer service to clients conducting transactions in multiple currencies. The role requires handling various banking services, including cash deposits, withdrawals, currency exchanges, and wire transfers, while ensuring accuracy and compliance with banking regulations. The International Customer Sales Consultant must be proficient in handling international transactions and knowledgeable about currency exchange rates, anti-money laundering (AML) regulations, and other relevant banking policies.

Key Responsibilities and Accountabilities

As International Customer Sales Consultant, your responsibilities include but not limited to:

- **Customer Service:**
 - Greet and assist customers with their banking needs in a professional and courteous manner.
 - Provide information about the bank's products and services, including account options, foreign currency exchange, and international wire transfers.
 - Address customer inquiries and resolve issues efficiently, escalating complex cases to the appropriate department when necessary.
- **Transaction Processing:**
 - Process cash deposits, withdrawals, and payments accurately, ensuring all transactions comply with bank policies and procedures.
 - Handle foreign currency transactions, including buying and selling foreign currencies, and provide accurate exchange rates.
 - Conduct international wire transfers, ensuring compliance with AML regulations and other relevant laws.
- **Compliance and Risk Management:**
 - Adhere to all banking regulations, including AML and Know Your Customer (KYC) guidelines, to prevent fraud and money laundering.
 - Identify and report suspicious activities in accordance with the bank's policies.
 - Maintain confidentiality of customer information and ensure all data is handled in compliance with data protection regulations.
- **Operational Efficiency:**
 - Assist in the preparation of daily reports and reconciliation of accounts.
 - Collaborate with other team members to improve service delivery and operational efficiency.
 - Participate in ongoing training and development programs to stay updated on banking products, services, and regulatory requirements

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- **Ethics and Code of Conduct:**

- Uphold the highest standards of integrity, honesty, and professionalism in all interactions with customers, colleagues, and other stakeholders.
- Ensure all actions and decisions are in line with *nbs*'s ethical guidelines and Code of Conduct.
- Avoid any conflicts of interest and disclose any potential conflicts to the appropriate authorities within the bank.
- Commitment to maintaining confidentiality and safeguarding customer information
- Treat all customers and colleagues with respect, fairness, and equality, ensuring a positive and inclusive banking environment.
- Refrain from any activities that could harm the bank's reputation, including accepting gifts or favours that could influence decision-making.

Skills and Competencies:

- Strong customer service skills with the ability to communicate effectively with a diverse clientele.
- Attention to detail and accuracy in handling transactions.
- Proficiency in using banking systems.
- Knowledge of foreign currencies, exchange rates, and international banking regulations.
- Ability to work in a fast-paced environment and manage multiple tasks simultaneously.

Experience

- Minimum of 2 years of experience as a bank teller or in a similar role, preferably experience with international banking environment.
- Experience with foreign currency transactions and international wire transfers is a plus.

Qualification

- Must have a minimum qualification of a Bachelor degree in any of these disciplines – Business/Banking/Finance/Accounting or a relevant field of study

Reporting, Supervision and Performance Evaluation

- The International Customer Sales Consultant reports to the Manager Markets.
- Performance will be monitored and evaluated by the Manager Markets in consultation with the Head of HR.