

VACANCY

MCB GROUP

MANAGER BUSINESS SERVICE & SUPPORT

LOCATION: BONAIRE

BUSINESS BANKING DEPARTMENT

JOB DESCRIPTION

The Manager Business Service & Support is responsible for leading and managing the Business Banking Service & Support unit, consisting of the Client Onboarding, KYC Quality Control and Business Client Services functions. The role ensures the seamless onboarding and servicing of business clients through operational excellence, quality control, and superior customer experience, while maintaining adherence to MCB Group risk, compliance, and service standards.

The role also supports the Bank's risk management framework by maintaining effective internal controls and promoting adherence to AML/ATF, KYC, and regulatory requirements. The Manager Business Service & Support fosters a high-performing, motivated, and engaged team capable of executing tasks efficiently, managing customer inquiries and escalations, and delivering a seamless client experience.

KEY ACCOUNTABILITIES

- Lead and manage the Service & Support Unit by providing operational and people leadership to ensure efficient delivery of onboarding, client service and KYC processes.
- Operational Excellence and Service Delivery ; Oversee daily operations to ensure consistent delivery of high-quality client onboarding and service experiences.
- Compliance, Risk and Quality Control; Ensure adherence to KYC, AML/ATF, and regulatory requirements across all client onboarding and service activities.
- Customer Experience Management; Ensure a consistent, high-quality client experience across all onboarding and service interactions.
- Performance, Team Development and Engagement; Build and maintain a high-performing, motivated, and inclusive team culture, ensure proper training, knowledge sharing, and alignment of team actions with Bank objectives.
- Collaboration and Stakeholder Management; Maintain effective communication and coordination with the Business Banking management team, Partner with Relationship Managers, Compliance, Operations, and product specialists, maintain relationships with key clients and internal stakeholders to understand business needs and ensure value-added service.

QUALIFICATIONS: EDUCATION AND EXPERIENCE

- Bachelor's degree in Business, Management, Legal, or Compliance; advanced degrees are a plus
- Minimum 5 years in commercial banking, including at least 3 years in a supervisory or managerial role.
- Strong knowledge of banking products, services, and regulatory requirements
- Special courses: Intermediate level in Computer courses (Windows Office), Managerial skills, MCB Sales & Service Course, Training in how to Identify referral opportunities and how to be service minded, interviewing courses.
- Written and verbal communication course in English, Dutch and Spanish Languages (advanced level)



BESIDES THE EXCITEMENT AND THE CHALLENGE WE OFFER:

- Competitive salary and performance bonuses.
- Standard office environment and working conditions with option for hybrid working.
- Comprehensive healthcare package.
- Pension plan.
- Generous vacation.
- Talent and development opportunities.
- A vibrant workplace culture with team events and activities.

***EMBRACING** THE **OPPORTUNITY** TO **GROW** LEADS TO UNPARALLELED **PATHS** OF SUCCESS.*

WORKING AT MCB

At MCB, we are committed to fostering a culture of excellence, innovation, and inclusion. We believe in empowering our employees to grow professionally and personally within a supportive and dynamic environment. Our team values collaboration and diversity, and we are dedicated to making a positive impact in the communities we serve.

HOW TO APPLY

If you are passionate about this job opportunity and want to make a difference in the financial sector, we would love to hear from you. Please submit your resume and cover letter to: recruitment@mcbbonaire.com

Note: This job vacancy is not designed to cover or contain a comprehensive list of activities, duties or responsibilities that are required of the incumbent for this position.

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