



wanted

Vidanova Bank takes great pride in offering a wide range of financial products and solutions. We offer all consumer banking services you may expect from a large bank, with a personal touch you can only get at a bank our size.

We have a job opportunity for a

Card Department Representative

Typical job entry requirements

- Minimum HBO or equivalent thinking and working skills.
- Bank experience preferred with knowledge of AS400.
- Excellent customer service with written and oral communication ability (in Papiamentu/English/Dutch/Spanish).
- Familiarity with card processing systems and regulations.
- Knowledge of financial regulations and compliance with company policies and procedures.
- Affinity with financial reconciliation of card processing and transactions settlement.
- Computer skills, including knowledge of Outlook, Excel and Word.

Primary Activities

- Perform daily administrative tasks to ensure smooth departmental operations
- Reconcile financial accounts and transaction records with high accuracy
- Investigate and resolve discrepancies in a timely and effective manner
- Identify opportunities for process improvements and automation

Competency/skill level

- Customer service skills
- Computer/Internet skills
- Written and oral communication skills
- Initiative
- Problem Assessment and Solving skills
- Detail Oriented
- Organizational skills

Key behaviors

- Provides Proper Telephone Etiquette to Internal/External Customers
- Services Internal/External Customers Requests/Inquiries/Troubleshoots
- Reviews Required Documentation for Accuracy and Completeness

- Politeness, punctuality, reliability, flexible in work hours, effective communication, and maintaining a positive attitude even in challenging situations.

We offer the right candidate an excellent career opportunity within the bank.

If you are interested in this opportunity, please send your curriculum vitae and covering letter via e-mail **before July 11** to:

**Vidanova Bank N.V.,
attn. Mrs. G. Koeiman,
Human Resources Department
ggregg@vidanovabank.com**

You can find more information about our organization on our website: **vidanova-bank.com**.

All applications will be treated on a strictly confidential basis.

