



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

Cards Department Representative

Typical job entry requirements

- Minimum MBO with 2 years work experience or equivalent.
- 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

- Customer Support
- Administration of debit and visa cards
- Reconciliation
- Process changes and maintenance

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 cover letter by **October 18, 2024** via e-mail 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.

