

Job Advertisement – Performance Lead Officer

1st National Bank St. Lucia Limited is seeking to fill the position of **Performance Lead Officer**

Job Title:	Performance Lead Officer
Core Function:	<p>Performance Lead : Ensure the profitable growth of the services and channels, as well as the availability of service and customer satisfaction, through the design, direction, coordination and planning of established business strategies and services.</p>
Duties and Responsibilities:	<p>Performance management:</p> <ol style="list-style-type: none"> 1. Design and establish the sales, development and improvement objectives of the services in the organization's delivery channels. 2. Continuously analyze the income, expenses and profitability results of the channel network to identify and execute action plans to ensure the achievement of objectives. 3. Develop sales and services management statistical reports. 4. Monitor the results of the business actions through statistical reports to enable decision making. 5. Define and implement channel monitoring systems to ensure availability and provide timely response to incidents that may arise. 6. Define and lead the implementation of the channels strategy, leveraged in the marketing, sales and service strategy defined for each segment. 7. Design new policies and procedures in order to continuously improve the service. 8. Design and coordinate activities, incentive programs and sales motivation for the Business areas in order to achieve identification of these areas with the services of the electronic channels, and obtain the affiliation of the clients to them. 9. Develop analysis of statistics received from different service channels to analyze trends and make timely business decisions. 10. Promote the development of campaigns to increase the active users of the different channels and cross-selling, thus achieving greater use of them, based on the strategy defined in the Optimal Mix (Segment / Product / Channel)
Skills, Knowledge and Abilities	<ol style="list-style-type: none"> 1. Computer skills, including word processing (Microsoft Word and Windows 95 desirable) and some experience with spreadsheets (Lotus/Excel). 2. Excellent written and oral communication skills; interpersonal skills; demonstrated reliability, attention to detail. 3. Local Standards and Regulations. Banking policies of regulators. Basic statistical concepts. Marketing techniques. 4. Solid judgment; critical thinking skills; a sense of teamwork. 5. Knowledge of negotiation and administration of contracts and legal documents.

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	<p>6. A sound understanding of marketing</p> <ul style="list-style-type: none">• Research• Analytical thinking• Conceptual Thinking• Self-confidence• Organizational Commitment• Flexibility• Orientation to results• Customer orientation• Impact• Teamwork
Education and Experience	<p>Degree/Associate Degree in Business, Finance, Economics or Related field, Systems Engineering.</p> <p>Training in use of MS Office (Excel, Word, PowerPoint and Outlook), MS Internet Explorer, MS Project, SQL, Business Intelligence Platform Cognos, Tableau, (SAS, Siebel Analytics, etc., is desirable but not required).</p> <p>Minimum 1 year experience in a similar position</p> <p><u>Compensation</u></p> <p>➤ Remuneration will be commensurate with qualifications and experience.</p> <p>Applications must be accompanied by a detailed Curriculum Vitae and two references to be submitted no later than July 21st, 2017.</p> <p>Please address your application to:</p> <p>Performance Lead Officer 1st National Bank St. Lucia Limited P. O. Box 168</p>

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	Castries Email: manager@1stnationalbankslu.com