VACANCY

Republic Bank (Suriname) N.V. has a tradition of excellence in Customer Satisfaction, Employee Engagement and Social Responsibility. With this goal in mind, our Customer Care & Service Department is looking for an enthusiastic, driven and goal oriented

CALL AGENT CREDIT CARD & ONLINE BANKING

Objective:
· Investigate and resolve all queries received from customers from Branches, Credit Card Queries and Call Centre e.g. failed transactions, utility payments, navigational issues, profile change, reset password etc.
· Assist in the registration processes for Retail and Corporate Internet Banking applications as well as administrative tasks.

Key responsibilities:
· Provide a level of Customer Service consistent with standards e.g. registration process must be completed for Retail and Corporate applications respectively.
· Providing prompt and efficient service support to Internet Banking account holders.
· Facilitate usage of Republic Online as another channel for banking services for customers.
· Attend to investigate and resolve service issues to achieve Customer Satisfaction
· Completion of the Registration process within the stipulated time-frames.

General Qualifications/ Experience:
· IMEAO, HAVO or VWO diploma.
· At least two (2) year's banking experience, preferable in customer service role
· At least one (1) year experience in computer environment.
· Sound knowledge of Bank's Operating Systems.
· General knowledge of Bank's systems and procedures
· Sound knowledge of Credit Card system (Euronet), Finacle and Entrust systems.

Critical Skills
· Strong interpersonal skills
· Good written and verbal communication skills
· Investigative and analytical skills
· Time Management skills
· Customer Focus
· Sales and service minded/oriented
· Proficient in MS Office Suite, particularly Word & Excel

Applications must be scanned along with a copy of your resume and submitted via e-mail to: RBSR-HRS@republicbanksr.com by October 23, 2025

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We're the One for you!