



**WesternUnion WU**

## **BELIZE CHAMBER OF COMMERCE AND INDUSTRY**

### **JOB DESCRIPTION**

**JOB TITLE:** Customer Service Representative

**REPORTS TO:** Western Union Operations Supervisor

**DIVISION:** Western Union

**DUTY STATION:** Belize City

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#### **Job Summary**

- Ensure that **excellent Customer Service** is provided to Western Union and BCCI customers.
  - Ensure that all procedures and standards of WU and BCCI are maintained.
  - Ensure that AML/CFT Compliance measures are adhered to
  - Provide quality communication and service to your external and internal customers.
  - Represent the Chamber in a professional manner.
  - Provide support to Marketing Officer as liaison to BCCI WU Agents
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#### **Specific Duties and Responsibilities:**

##### **CSR**

1. Answer the WU telephone lines in a professional tone and direct calls promptly.
2. Responsible for sending and paying out Western Union Transactions.
3. Follow all AML/CFT and Fraud guidelines as compiled in the BCCI Policies and Procedures Manual (Compliance Manual).
4. Ensure that customer identification and relevant documents are captured in accordance with established WU procedures for each transaction.
5. Frontline processing of customers (Know Your Customer (KYC) principle - Be always vigilant for AML/TF, suspicious activity, structured or large inbound transactions and transactions requiring approval from Central Bank of Belize or standing orders. Report any findings immediately to the **Compliance Officer**.
6. Review WU receipts (Send and Receive) and supporting documents sent from BCCI Sub Agents weekly.
7. Ensure that all incoming emails/Whatsapp messages received from sub-agents to assist with WU transactions during a system failure is properly completed with the signature of the person sending or receiving money.
8. A system-generated receipt must be issued to all customers/members and in the event that the system is down a manual receipt must be issued and subsequently recorded

in the system when it is restored. A copy of Western Union receipts must be saved for the Central bank compliance audit.

9. Responsible for the safe keeping of cash at all times and recording of cash received. If it becomes necessary to move away from the terminal position for any reason, ensure drawer and cash pan are secured in accordance with established procedures.
10. Ensure that at any point during the daily operations cash in excess of the prescribed amount of (\$8,000.00) is handed over to the Western Union Operations Supervisor or Senior Officer. That transaction must be documented and signed off on by both parties.
11. Balance cash from terminal at the end of each workday. Ensure that upon reconciliation, the report is dated, time recorded and signed before filing away.
12. Ensure that the daily transaction register is updated, legible and always signed.
13. When handing over or exchanging cash with another CSR or your supervisor, ensure that the transaction is recorded and verified by both parties dated, time recorded and signed to register the transaction.
14. Report cash overage/shortage to the Compliance Officer and Western Union Operations Supervisor.
15. Responsible for bill pay collections and reporting as prescribed by the procedures.
16. Responsible for sales of BTL and Smart Top-up and reporting as prescribed by the procedures.
17. Request top-up recharge to Western Union Operations Supervisor to ensure that all top-up accounts have sufficient funds.
18. Assist the Compliance Officer in reviewing WU receipts and Central Bank of Belize applications for foreign exchange forms.
19. Frontline processing of customers (Know Your Customer (KYC) principle - Be always vigilant for AML/TF, suspicious activity, structured or large inbound transaction and transactions requiring approval from Central Bank of Belize or standing orders. Report any findings to Compliance Officer.
20. Responsible to receive payments and issue receipts for all other services offered by Belize Chamber of Commerce & Industry.

### **Marketing Duties**

1. Assist the Marketing & Public Relations Officer in communicating with and carrying out the marketing promotions with the sub-agents. Make sure all communication reflects the standard and mission of BCCI.

### **Job Requirements**

1. Excellent interpersonal and communication skills.
2. Excellent public speaking skills.
3. Organized and flexible.
4. Self-motivated and maturity in problem solving.
5. Have training in AML and compliance policy.
6. Excellent computer skills, with specific proficiency in Microsoft office, photoshop, iMovie and publishing software.
7. An ability to manage change.

### **Minimum Requirements**

1. An Associate's Degree in Business Administration or other related field with at least two (2) years' experience in Customer Services and Marketing in a medium to large public or nonprofit or private sector (for profit) organization.
2. Experience in Customer Service and Public Relations.
3. Proficiency in Spanish would be an asset.