



BCCI
BELIZE CHAMBER OF
COMMERCE & INDUSTRY

**NOW
HIRING**

Business Development/Compliance Manager



www.belize.org/services/career-opportunities
mfa@belize.org



4792 Coney Drive – First Floor of Withfield Tower, Belize City



www.belize.org



614-3138

Job Summary

1. Manage and coordinate the day to day operations of the WU Service.
2. Ensure that all Compliance procedures and standards of Western Union International and Central Bank of Belize are maintained and updated as necessary.
3. Provide quality compliance communication and service to internal and external customers in the BCCI Network.
4. Review documentation submitted by Sub Agents.
5. Submit timely reports to the Central Bank of Belize.
6. Manage all the BCCI's for-profit interests for maximum profit returns and revenue performance.
7. Manage the for-profit portfolio, equity, and asset allocations to reduce the risk of financial insolvency for the BCCI.
8. Pursue Project Funding.
9. Professionally represent the BCCI.

Specific Duties and Responsibilities

1. Supervise the day-to-day running of the Western Union Service for the BCCI.

- **Identify new and potential WU sub-agents. Prepare and follow through with all paperwork and submit it to the Central Bank of Belize.**
- **Ensure that documents are submitted to WUI for KYA.**
- **Ensure that all new and existing employees are trained in WU policies, procedures, software, and compliance.**
- **Coordinate with the MPRM and the WUOS to ensure that the marketing dollars are efficiently spent to maximize Return on Investment.**
- **Ensure that the CSRs have the tools and support to provide best customer service.**
- **Prepare weekly reports for management meetings and monthly reports for Executive Council meetings.**
- **Prepare the WU department budget and develop annual WU department plan.**
- **Monitor workflow; review and evaluate work products, methods, and procedures.**
- **Set a personal example of involvement in and commitment to the goals and objectives of the division and strategic direction of the organization.**
- **Exhibit a charismatic leadership style and professional management skills.**
- **Organize, assist, and participate in all Trade shows hosted by BCCI/Western Union or shows that have the Chamber's participation.**
- **Perform any other duties assigned by the CEO or other senior managers.**

Compliance Program, Manual, and BCCI Network Education:

- **Knowledge of Central Bank of Belize Money Transfer Service Provider Guidelines and Anti-Money Laundering Regulations.**
- **Implement a Compliance Program and ensure that the BCCI WU Network is compliant with Central Bank of Belize Regulations and Anti- Money Laundering Requirements.**
- **Develop, initiate, maintain, and revise the BCCI WU Compliance Manual (policies and procedures) for the general operation of the Compliance Program and its related activities to prevent illegal, unethical, or improper conduct.**
- **Institute and maintain an effective compliance communication program with BCCI WU Subagents.**
- **Prepare a monthly Compliance Report and submit it to the Central Bank no later than 5 business days after the end of the month.**
- **Supervise the operations of the BCCI Western Union.**
- **Implement new procedures learned from Western Union International Trainings and otherwise within the BCCI network.**
- **Develop an effective compliance training program, including appropriate introductory training for new employees as well as ongoing training for all employees and managers. Prepare and conduct training at least quarterly to educate all new Customer Service Representatives, Operators, and Sub-agents Managers on Western Union policies, procedures, software, and Compliance (Anti- Money Laundering Requirements and Central Bank of Belize regulations.**
- **Follow-up until they have reached the required standard.**



Review and Evaluation of the BCCI WU Network:

- Ensure that the Western Union supervisor certifies that all the relevant forms and documents for the BCCI and all the Sub Agents in the BCCI Network are completed for each transaction, regardless of amount.
- Ensure that the Western Union Operations Supervisor records and reports the Stamp Duty to the Central Bank on a timely basis.
- Using Transvision's AML Compliance Monitoring, continuously conduct an independent review and evaluation of BCCI WU to ensure that compliance issues/concerns within the organization are being appropriately evaluated, investigated, and resolved. Key areas of interest: Consumer transaction patterns. Duplicate Permits, Forged Signatures, Structured Outbound Transactions, Standard Amounts, Third Party Transactions, and Large Inbound Transactions requiring approval from the Central Bank or any Suspicious Activity.
- Produce a monthly report with findings and respond to potential areas of compliance vulnerability, risk, and violations; develop/implement corrective action plans for the resolution of problematic issues and provide general guidance on how to avoid or deal with similar situations in the future. Ensure proper reporting of violations or potential violations to duly authorized enforcement agencies (Central Bank of Belize, Western Union International, or FIU) as appropriate and/or required.
- Monitor and coordinate compliance activities with Sub Agents

Business Development Manager:

- **Manage the Western Union Franchise.**
- **Monitor the operating environment for growth opportunities for existing entities or BCCI investments in high growth emerging industries and forward well researched Business Plans and recommendations to the CEO.**
- **Manage all BCCI business interests to result in a profit.**
- **Where necessary recommend and develop a plan to phase out investments in any interests that are consistent under-performers, or which become a drain on resources.**
- **Work with the Manager for Membership Relations, the CPA, and the Manager for Finance, Administration, and HR to improve the quality and relevancy of the services the Chamber provides to ensure financial sustainability. Periodically review and update to ensure continued viability.**
- **Provide monthly performance reports detailing revenues, costs, plans, promotions, challenges, and recommendations for action for each entity, to the CEO.**
- **Provide a detailed Marketing and Operations plan each year for each business. Ensure that the plan considers the level of investment necessary to satisfy growth objectives and meet operating margins.**
- **Direct, oversee, and participate in developing the annual Business Development department plan. Develop one year division objectives. Assign work activities, projects, and programs; monitor workflow; review and evaluate work products, methods, and procedures.**



Business Development Manager:

- Prepare and supervise the preparation of the Business Development department budget following commonly recognized budgeting procedures and techniques. Implement and administer the approved budget.
- Inform the CEO of commercial, technological, regulatory, and development issues and trends in the operating environment of all businesses that may affect the BCCI's objectives.
- Along with the other senior managers review the strategic trajectory and develop an annual operating plan for the for-profit entities of BCCI.
- Exhibit a charismatic leadership style and professional management skills in carrying out responsibilities.
- Establish a strong working relationship with the CEO, the other managers, and the Executive Council.



Job Requirements

1. Excellent interpersonal and communication skills.
2. Evident leadership skills and ability to generate enthusiasm.
3. The persistence, persuasion, intelligence, and personal integrity to develop and maintain consensus and support of major stakeholders.
4. An open personal style.
5. An ability to balance innovation and operational and organizational stability.
6. Self-motivated but with the ability to make good use of the experience and efforts of others.
7. An ability to be flexible and to manage change.

Minimum Requirements

1. A Bachelor's Degree from an accredited University with major course work in General Business, Economics, Finance, Accounting, or a related field with at least eight years' experience in a Senior Management position in a private sector organization.
2. Experience as an entrepreneur and proficiency in English and Spanish would be considered an asset.
3. AML certification will be an asset.

How To Apply

Interested persons may send a letter of application by Friday May 23rd, 2025 along with a resume and two (2) letters of reference to mfa@belize.org OR Manager, Finance & Administration - Belize Chamber of Commerce & Industry - 4792 Coney Drive, Withfield Tower, First Floor - Belize City, Belize - PO BOX 291.

