

# VACANCY

## Business Analyst - Sales & Banking Operations

Applications are invited from persons with suitable qualifications to fill the **project position** of “**Business Analyst- Sales & Banking Operations**” at our Head Office in St. Lucia.

This position will be located ‘in-country’ and will report to RBEC Head Office in St Lucia.

The jobholder is responsible for:

- Analysing sales and operational data to identify trends, patterns and insights and generate detailed reports and dashboards to support decision making processes to maintain a sustainable competitive advantage.
- Assist the Senior Regional Manager and Manager, Sales & Banking Operations with the implementation of various strategies in the growth of market share and share of wallet for Retail & Business Lending, Mortgages, Card Business, Deposits & Investments and Channel Management.
- Assist the Senior Regional Manager and Manager, Sales & Banking Operations with the gathering, analysis and record keeping of data to support the Development, documentation, and implementation of new/revised processes which are geared towards improving operating efficiency, meeting compliance requirements, reducing risk and increasing revenue (where necessary) and satisfying customer service delivery expectations to both internal and external client.

### DUTIES AND RESPONSIBILITIES

- Assist the Senior Regional Manager and Manager, Sales and Banking Operations with the completion of all assigned management reports and returns timely and accurately.
- Assist the Senior Regional Manager and Manager, Sales & Banking Operations with the implementation of various strategies in the growth of market share and share of wallet for Retail & Business Lending, Mortgages, Card Business, Deposits & Investments and Channel Management.
- Assist the Senior Regional Manager and Manager, Sales & Banking Operations with the gathering, analysis and record keeping of data to support the development, documentation, and implementation of new/revised processes which are geared towards improving operating efficiency, meeting compliance requirements, reducing risk and increasing revenue (where necessary) and meeting customer service delivery expectations both internal and external client.
- Research and analytics:
  - Assist the marketing team with research and analysis of competitor activity/behaviour and recommend appropriate strategies as needed.
  - Collect and analyse internal statistical data, product performance and customer behaviour as needed and reports findings.
  - Generate regular sales reports and dashboards for management review.
  - Maintain accurate sales forecasts based on historical data and market trends.
  - Support Business lines and sales team with data-driven recommendations and insights.
  - Assist with research projects and prepare special reports or research papers for Executive Management as required.
  - Prepares quarterly and annual Reports for use management as required.
  - Provide administrative and communication support by managing the group inbox, coordinating with internal teams, and ensuring timely responses to queries and escalations.
  - Track and escalate unresolved issues while maintaining regular updates to branches and senior management to ensure efficient resolution and seamless operations.

### QUALIFICATIONS AND EXPERIENCE

The jobholder should have:

- Minimum 3 years of experience in an analytical environment
- Degree in Marketing, Business Management, Data Analytics & Research, Finance, Economics or related discipline.
- Advanced proficiency in Microsoft Excel, PowerPoint, and data visualization tools (e.g., Power BI, Tableau)
- Working knowledge of banking products and services, especially in Retail & Business Lending, Mortgages, Cards, Deposits, and Investments.

## BEHAVIOURAL COMPETENCIES AND SKILLS

- Ability to manage multiple priorities and meet deadlines
- Strong analytical and critical thinking skills
- Excellent written and oral communication skills
- Highly organised
- Excellent interpersonal and team working skills.
- Customer -focused
- An investigative &enquiring mind
- Ability to manage multiple priorities and meet deadlines
- High attention to detail and data accuracy
- Results orientation
- Ability to work with little or no supervision

## REMUNERATION:

The Bank offers an attractive compensation package.

The closing date for submission of applications is **September 22<sup>nd</sup>, 2025**. Kindly submit applications and resume by email to - **[rblecapplications@rfhl.com](mailto:rblecapplications@rfhl.com)**

## Thank you for your interest in Republic Bank (EC) Limited.

Please note that only suitable applications will be acknowledged.

