



JOB DESCRIPTION

Chief Operations Officer

2025

Location: Port Vila, Vanuatu

Minimum commitment: 2-year contract

Position: Chief Operations Officer

About the Bank

We are a fully licensed international bank located in Port Vila, Vanuatu, supervised and regulated by the Reserve Bank of Vanuatu. This is a unique opportunity to participate in the development of a growing financial institution serving international clients in a dynamic offshore environment. As part of a lean, entrepreneurial team, you will play a key role in ensuring efficient daily operations, regulatory compliance, and the successful expansion of our business and service lines.

Position Overview

The Banking Operations & Business Development Manager will be responsible for leading operational excellence, client service quality, and strategic business growth initiatives. The role requires both hands-on operational expertise and a proactive approach to business development and partner management. The position reports directly to the Managing Director, with delegated authority to act on their behalf when required.

Key Responsibilities

Operational & Leadership Duties

- Ensure efficient day-to-day banking operations and maintain high standards of client service.
- Supervise, train, and guide the banking staff on client service and operational processes.
- Review and enhance procedures related to account opening, documentation, and compliance.
- Oversee IT-related developments, information security documentation, and system improvements.
- Liaise with key stakeholders including the Reserve Bank of Vanuatu, correspondent banks, legal advisers, and service providers.
- Ensure that all operations meet internal control standards and regulatory expectations.
- Business development tasks



Candidate Profile

Essential Qualifications and Experience

- Bachelor's degree in Business Administration, Finance, Economics, or a related field.
- 2–4 years of experience in banking, payment service providers, or fintech, including at least one year in AML/KYC or compliance roles.
- Demonstrated understanding of financial regulations, compliance frameworks, and risk-based approaches.
- Strong analytical, problem-solving, and process-improvement skills.
- Excellent organizational and interpersonal abilities with a client-focused approach.
- Proficiency with CRM systems and financial technology tools.
- Fluency in written and spoken English.

Personal Attributes

- Hard-working, self-driven, and motivated with an entrepreneurial mindset.
- Meticulous and well-organized, with strong attention to detail.
- Results-oriented and capable of managing multiple priorities in a small team environment.
- Strong communication skills and ability to represent the bank professionally with external stakeholders.

What We Offer

- Opportunity to take responsibility for meaningful projects and operational leadership.
- Direct involvement in growing a fully licensed international bank.
- Competitive remuneration package based on experience and performance.
- A professional yet relaxed working environment in Port Vila, Vanuatu.

How to Apply

Interested candidates are invited to send their CV and a cover letter outlining their relevant experience and motivation to info@pacificprivatebank.com

Applications will be reviewed on a rolling basis until the position is filled.