

PERFORMANCE
CONSULTANT SA

Conseil en ressources humaines

Assistant Sales/trader

Our client:

A Swiss online bank with offices in Geneva and Zurich.

Role & Responsibilities:

- Determine how to provide each customer with a smooth user experience
- Respond to customer inquiries by phone or email (HubSpot CRM) according to the bank's excellence standards
- Analyze and understand customer needs, providing high-quality personal service. Identify problems and find satisfactory solutions within the bank's prescribed response times
- Act as the main point of contact for our customers (providing information about the bank, business offers and investment products, prices, and trading platforms, etc.). Communicate via live chat, email, and phone
- Handle complaints and analyze customer behavior with the aim of continuously improving the services offered by the bank
- Analyze the current customer base and define potential growth opportunities (target audience).
- Process securities transactions and transfers (in/out) with the support of the back office.
- Record payments internally in collaboration with other stakeholders.
- Clarify World-Check hits, SOF, and money inflows/outflows
- Request missing or invalid documents from customers in collaboration with Central File and Compliance.

Profile:

- Banking education and **1 to 2 years of experience in the banking sector**, apprenticeship as a bank employee, or experience in selling financial services
- **Native proficiency in German** or French and fluency in English
- Strong sense of customer service. o Interest and knowledge of trading and stock markets
- Ability to identify risks/problems and assess them according to their urgency
- Flexibility regarding working hours.
- **Residency in Switzerland is mandatory.**

Required skills:

- Dynamism and stress resistance
- Empathy and resilience to address the different needs of customers

Contract type: Permanent

Rate of activity: 100%

Starting date: ASAP

We guarantee you to handle your application in total confidentiality

Consultant responsable du mandat : Mouhssine Moudrik
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