

PERFORMANCE
CONSULTANT SA

Conseil en ressources humaines

Scanning Specialist & Admin support H/F

Our client:

A top international private banking player in Geneva

Role & Responsibilities:

- Member of Client Service Center team, supporting the business
- Support Front Office with their client requests, such as audit statement preparation, Hold Mail generation, signature verification, e-banking management, etc.
- Support other functions within the Bank, such as name search, returned mail handling
- Internal processing, scanning, physical and digital archiving of client related documentation and other administrative tasks
- Participate in the continuous assessment and recommend actions to improve the client servicing process
- Produce regular reporting on client servicing, define and track improvement actions
- Participate in the periodic projects with the objective to share the expertise and contribute to the new process efficiency
- Take on further responsibilities depending on personal job development and the evolution and needs of the team

Profile:

- Working experience in a similar role including client services
- Working knowledge of Avaloq is a plus
- Working knowledge of basic Microsoft tools (Excel, Word, Power Point)
- Working knowledge of the Bank's products and services as well as a firm understanding of the regulations, policies and procedures
- Working experience in the area requiring coordination within operating areas throughout the Bank

Required skills:

- Good knowledge of regulations in Swiss banking
- Good problem-solving skills, multitasking, attention to detail and accuracy
- Strong teamwork and organisational skills, ability to work under strict deadlines
- Good level of English (oral and written) and French / German an asset
- Strong customer relationship, communication and presentation skills
- Ability to quickly access and utilize the full range of computerized account and product information systems within the Bank's applications
- Positive and dynamic approach to work

Contract type: Temporary

Rate of activity: 100%

Starting date: ASAP

We guarantee you to handle your application in total confidentiality

Consultant responsable du mandat : Mouhssine Moudrik
Ref : JD28766459