

**PERFORMANCE**  
**CONSULTANT SA**

Conseil en ressources humaines

## Client Service Officer H/F

### Our client:

A top tier private bank based in Geneva.

### Role & Responsibilities:

- Handling general inquiries from clients and assisting 50% a pool of RMs and 50% a Senior RM Middle East in all aspects of client services to ensure clients' need are met
- Taking and executing clients' orders, including but not limited to money market, securities and FX spot transactions; checking appropriateness/suitability where required
- Processing and following-up to completion of all client payment instructions in a professional and timely manner relating to both internal and external requests; including call backs, signature verification, balance checks, instruction input and record keeping; critically assessing the transaction behavior and keeping the RM informed for AML purposes
- Providing regular updates to RMs with respect to unauthorized overdrafts and preparing credit excess reports
- Ensuring RMs are aware of any Corporate Actions and follow up through to completion
- Processing the periodic rolling of all Structured Loans, Lombard Loans and Time Deposits, ensuring specific conditions for each client are documented
- Taking ownership of operational account problems and remaining accountable through to completion
- Upholding regulatory and compliance policies / procedures to mitigate risks; ensuring that the Bank is protected, including ensuring stipulated regulatory requirements needed to perform this role are met (such as CPT requirement, attending anti-money laundering training, etc.)

### Profile:

- Educated to degree level or with relevant industry experience
- Relevant industry experience (at least 5 years) in a business management/account management /relationship executive position with a genuine interest in Private Client Wealth Management
- Self-motivated and goal orientated or proactive with a 'can do' attitude
- Excellent communication skills and strong interpersonal skills with a positive approach
- Able to work in a high paced environment under pressure
- Fluent (written and oral) in English and in Arabic, other languages will be a plus

### Required skills:

- Strong team player, also able to meet tight deadlines and multi-task
- Meticulous, methodical and concise, with a strong attention to detail
- Client-oriented and solution-oriented, professional integrity
- Someone with high service standards and attitude, and a strong ability to be flexible

**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

Ref : JD2100336610