



For our international desk team in Frankfurt we are looking for you at the next possible date as

Client Service Officer (m/f)

January 2019 - fixed term contract for 1 1/2 years

We are a leading global player, clearing 16 million traders per day across 85 exchanges worldwide. We offer an integrated, modular package of direct market access, clearing and custody services. The range of services available through our international network caters not only for traditional products such as stocks, bonds, futures and options (both listed and OTC), but also for energy, commodities, carbon allowances, warrants, forex and many other financial instruments.

What we expect of you

- Acts as contact for clients and colleagues for day-to-day commercial (and operational) business
- Coordinates contacts between clients and internal stakeholders
- Pro-actively suggests improvements w.r.t. products, procedures, in order to enhance the execution of activities and the collaboration with other departments to achieve more client satisfaction and efficiency
- Has an active role in implementing new products and processes and in projects that may occur from time to time
- Gathers relevant information to provide administrative support for the team for acquisition purposes and for the preparation & administration of relevant processes, e.g. KYC and Credits in accordance with the Banks policies
- Is responsible for carrying out administrative tasks in relation to contacts with clients & prospects, in order to ensure that proper administrative records are kept in the relevant systems (checks contracts and other documents on completeness and correctness, monitors input into the relevant systems by other departments)
- Deals with Technical enquiries regarding the banks online banking system and EBICS, the local multi banking standard for the transfer of payment data
- Prepares, sends and archives correspondence with clients and maintains the central calendar
- On the instruction of Sales, closes accounts and settles balances and interest, using the relevant applications
- Establishes and maintains contacts with clients so as to make proposals for improving the efficiency and standard of payment and cash management services (does this independently or at request)
- Proactively follows up and updates MI, such as entering meeting minutes, recording agreements, entering contact details and clustering clients so that client information is available to all relevant parties
- Sets up contracts for e.g. Direct Debits
- Performs event driven and periodic KYC reviews in a timely manner
- Processes cheques, account pledges (Pfüb), enquiries by authorities etc.
- Actively expands his/her knowledge relevant to the tasks

Your profile

- › 1- 5 years relevant work experience
- › Relevant banking training
- › Experience with bank products (e.g. cash management, Electronic Banking, trade finance products)
- › Flexible, responsible and team-minded
- › English/German (written and spoken), command of the Dutch language is a big plus

What We Offer You

- › You will be part of a highly skilled team and varied, exciting projects within a global firm
- › An agile and modern work environment ensuring an optimal work flow
- › Flexibility in working hours to give you the autonomy to self-organise your work
- › Attractive remuneration topped up with comprehensive social benefits and a company pension scheme
- › Regular company and team events, global interaction and travel opportunities
- › Development within a complex and fast changing part of the financial industry
- › Continuous development to support your technical, methodical and personal excellence and growth
- › Centrally located office in the heart of the city and a job ticket for public transportation to get there

Interested? Join us now!

To become a part of ABN AMRO Bank N.V., Frankfurt Branch, send us your application via

ABN AMRO Bank N.V. Frankfurt Branch

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