



Implementation & Service Manager (m/f/d)

Location: Frankfurt am Main

ABN AMRO is a leading international bank with a primary focus on Northwestern Europe, total assets of around € 400 billion, presence in 13 countries and with 20.000 employees. More than 700 employees in Germany offer financial services to corporate, private and institutional clients in our office in Frankfurt am Main and other branches throughout Germany. Become part of the ABN AMRO team!

ABN AMRO has the ambition to accelerate growth in NW-Europe in selected target client groups, utilizing collective capabilities, working as one bank, enabled by a data driven complete view of our clients.

The Transaction Banking Hubs support and accelerate this ambition via its two core competences, which are unique within the NW-Europe organisation

1. Offering cash management products
2. Offering trade & guarantees

In order to enable the Transaction Banking Hubs to accelerate this further, the NW-Steerco has decided to make better use of the existing expertise and infrastructure by broadening its commercial scope. The client target group of the Transaction Banking Hubs are now all corporate clients within the entire ABN AMRO network both local-and non-local.

Your tasks

- ▶ First point of contact for our clients with regard to their daily banking demand.
- ▶ Establishes and maintains contact with clients to make proposals to improve our cash management services towards them
- ▶ Coordinates between clients and internal stakeholders
- ▶ Pro-actively suggests improvements with regards to products, procedures, in order to enhance the execution of activities and the collaboration with other departments to achieve more client satisfaction and efficiency
- ▶ Manages the implementation of Cash Management structures in Germany, if required joining forces with our colleagues in North-Western Europe
- ▶ Execution- and development role with regard to our transaction monitoring systems in accordance with Bank policies

- ▶ Deals with technical enquiries regarding the banks online banking system and EBICS with the involvement of central service and/or product teams in Amsterdam.
- ▶ Actively expands his/her knowledge relevant to the tasks

Your Profile

- ▶ Bankkaufmann or comparable and relevant banking training
- ▶ 1- 5 years relevant work experience in a banking environment
- ▶ Experience with bank products beneficial (e.g. cash management, trade & guarantees)
- ▶ Flexible, responsible and team-minded
- ▶ English/German (written and spoken)

We are offering

We offer you a challenging and international environment. You will work with colleagues with passion for the job and who have a high standard for performance. You will be offered an excellent opportunity to develop yourself.

ABN AMRO is driven by its purpose 'banking for better, for generations to come'. At ABN AMRO, we use our knowledge, expertise and network to help our clients within and outside the Netherlands achieve their goals based on responsible decisions. Our clients' interests always come first. We want clients to understand our products, and we sometimes say 'no' if a product involves a risk that is too high for the client. Putting clients' interests first also means communicating in plain language and crafting smart solutions that genuinely make a difference. That is our goal.

Interested?

If you believe you are the right person for this role, please send your CV to:

ABN AMRO Bank N.V. Frankfurt Branch

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