



CLIENT SERVICE EXECUTIVE (CDI - M/F)

Banque Havilland, a well-established wealth management group, offers services to both private and institutional clients, who can benefit from the advantages of a robust banking platform located across seven financial centres. The Bank is committed to providing clients with a highly personal and professional service in all aspects of its operations. The success of this strategy is ensured through our team of highly dedicated employees who contribute to a strong service and client oriented culture.

We are currently looking for a **Client Service Executive** under an unlimited employment contract to join our head-office in Luxembourg.

The **Client Service Executive** will be primarily responsible for managing relationships with High Net Worth customers either directly or indirectly via external asset manager or multifamily office by handling all the operational aspects related to Private Banking client servicing. The employee will liaise with the respective departments/ units within the Group to ensure priority processing of customer needs/ requests.

Key responsibilities

- Manage and coordinate client related matters such as:
 - Account opening and closing processes
 - Processing of client transactions (securities transaction, forex, payments etc.)
 - Answering clients' requests
 - General administrative tasks related to the day to day management of client relationships
- Maintain client's files up to date with new/additional information on client's lifecycle within Banque Havilland,
- Preparing, submitting and following up on Credit related transactions,
- Liaising with operations and other departments of the Bank to follow up on client requests (Credit Cards, Transfers, Deposits, account opening, etc.) and follow up/resolve any pending issues related to clients,
- Ensuring adequacy of documentation/information received by a client,
- Contribute to the overall delivery of a quality client experience and on-going development and improvement of Bank's processes,
- Ensure a multi touch contact points are known to clients; thereby ensuring continuity and quality of service,
- Identify and suggest possible improvements on procedures.

Requirements - Regulations, Compliance and Training

- Ensure that all business undertaken meets the appropriate standards as required by the Bank's internal operating procedures, and by local laws and regulations,
- Contributing to the Bank's overall transformation towards a streamlined, simpler, more cost efficient and effective organisation,

- Cooperate with control functions in order that all Financial Crime Compliance (FCC) and/or risk appetite driven client exit decisions are implemented in a timely manner and in compliance with client exit principles,
- Understanding and adhering to both the letter and the spirit of the laws in force, working to prevent any breaches and mitigating risks,
- Work within the parameters of the risk appetite set by the Board of Directors and Bank's strategic direction,
- Actively participate in the assessment and mitigation of operational risks,
- Adhere to the training objectives as mandated by Senior Management.

Minimum profile requirements

- University degree,
- 2 years' experience in the private banking industry,
- Excellent knowledge of MS Office applications,
- Proficiency in English, Finnish and Swedish both oral and written is a must; knowledge of any other languages will be considered as an advantage,
- Team player and strong customer service orientation,
- Willingness to learn and share knowledge in an ever changing environment,
- Proactive with a strong drive to understand and improve current working procedures.

The salary package offered will be commensurate with your professional expertise and experience. This position is available **immediately**. This is a unique and potentially career-defining opportunity for the candidate with the right spirit and experience.

If you are interested in taking this challenging opportunity please send your application (cover letter, CV, supporting references) to the following e-mail address: **careerbh@banquehavilland.com**.

Only shortlisted candidates will be contacted by our HR team.

The personal information you provide in your job application will be treated confidentially at all times and will be processed in accordance with the applicable data protection law, in particular the General Data Protection Regulation (GDPR).

In compliance with the law of 23rd July 2016, the selected candidate will be requested to provide a criminal record (section 3).

We are an equal opportunity employer, who believes that diversity is good for our people and our business. As such, we welcome applications from candidates without regard to their gender, age, racial or ethnic origin, religion or beliefs, sexual orientation/identity or disability.