



CLIENT SERVICE OFFICER

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 Officer (permanent contract)** to join our head-office located in Luxembourg.

The **Client Service Officer** is part of the **Institutional Banking Department**; he/she reports to the Head of Fund On-Boarding and Client Services.

Her/his main role is client servicing of institutional clients including transaction instruction, paying agent and/or transfer agent services for investment vehicles. He/she might also perform some administrative duties related to clients account documentation.

Key responsibilities

- Booking client instructions in the core system (cash & securities)
- Taking care of client's and funds service providers requests
- Liaising where relevant with the depositary service team of the bank
- Handling Transfer Agent transactions and maintaining the registers of funds updated
- Performing the different end of day controls
- Performing KYC and AML/CFT analysis for account opening
- Ensuring adherence to the bank's relevant procedures in order to meet requirements on compliance and risk
- Liaising with Client Data Administration and Compliance departments for clients' accounts opening/closures
- Taking initiative and bringing new ideas to optimise internal workflows in order to maintain a high level of services in a dynamic business environment

Requirements

- Prior experience in a similar function (custody/funds services, transfer agent, institutional banking/client services)
- Professional behaviour, good attention to detail and willingness to learn
- Good interpersonal and communication skills
- Knowledge of the funds industry
- Knowledge of all the relevant regulations including UCITS V, AIFMD, MIFID II, CRS, PRIIP
- Discretion in dealing with confidential information

- Time Management
- Proficiency in Microsoft Office
- Fluent in French, English and Italian (German is an advantage)

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.