

Client Service Officer

Banque Havilland offers traditional Private Banking Services to High Net Worth Individuals and Families across the globe. 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.

The Bank's aim is to enable individuals and families' wealth to safely thrive, to help them fulfil their goals and realise their ambitions for themselves and for the next generations.

We are currently looking for a **Client Service Officer (temporary contract for 1 year)** 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;
- Control and monitoring of the recurrent fees for funds and insurance;
- Liaising where relevant with the depositary service team of the bank;
- Handling Transfer and Registrar Agent Activity (register maintenance, transaction input,...);
- Performing the different end of day controls;
- Performing and or validating the KYC and AML/CFT analysis for account opening/investor on-boarding;
- 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/ closure;
- Taking initiative and bringing new ideas to optimise internal workflows in order to maintain a high level of services in a dynamic business environment.

You have

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

You are

- Team player with strong analytical and communication skills and highly service-oriented;
- Discrete in dealing with confidential information;
- Fluent in English and French (both spoken and written); Italian and/or German are an advantage.

We offer

Located in bright and modern offices in Kirchberg-Luxembourg City, Banque Havilland was founded in 2009 and currently employs around 200 employees from all over the world. The Bank has presences in Monaco, Liechtenstein, London, Dubai, and Zurich. We offer a pleasant and collaborative working atmosphere in a truly multicultural environment.

We believe that diversity & inclusion contribute towards increasing the collective performance of the bank. We are committed to creating a culture of inclusion that encourages individual development with equal opportunities for all.

We value empowerment, fairness, integrity and diligence, and your personal development is our priority.

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