

Client Specialist in Treasury Client Management

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Company: Danske Bank

Location: Warsaw

Category: office-and-administrative-support

Would you like to work in an international environment, where you can take ownership and initiative on handling processes? If so, we might have a role just for you!

We are currently looking for a Client Specialist in Treasury Client Management for our office in Warsaw. In this role you will become part of a customer team, delivering first class support in daily banking related to cash management.

One of the main goals is to support customers and have an impact on improving their performance in treasury operations based on Customer Intelligence, root cause analysis and knowledge about our product and service offerings.

It's a great opportunity to contribute to delivering high-quality customer service in the international environment, while building and strengthening relations with vast variety of internal and external stakeholders.

Key responsibilities

Your daily work will primarily revolve around operating within specified framework, however you still can expect a lot of autonomy in making decisions. In this role you will be able to not only put your current knowledge to use, but also gain new insights and experiences.

Main tasks in this position will include:

Supporting customers, colleagues and other stakeholders in daily banking related to cash management;

Coordinating incoming requests from customers and stakeholders, ensuring the right communication flow and delegation of tasks is maintained;

Delivering high level of customer experience, providing relevant expertise and ensuring effective, qualitative and timely deliveries;

Cooperating with your colleagues across markets and departments to give customers a one-bank-feeling;

Participating in internal projects to contribute to development of the department, colleagues, and ways of working, and secure best in class deliveries.

Your profile

We are looking for you, who's not afraid of facing challenges and solving arising problems, seeing opportunities rather than limitations in every situation. Your flexibility and collaborative mindset will help you to fit into the fast-paced environment we operate in.

We would like to see your thirst for acquiring and sharing knowledge combined with sense of responsibility for your tasks and their outcomes in everyday work.

On top of that, to succeed in this role we hope for you to possess the following:

Proven business knowledge related to transaction banking;

At least 3 years of experience in customer-facing roles, focusing on quality, relation-building and communication;

Interest in customer process optimization and holistic advice approach;

Ability to apply and maintain structure in time-sensitive situations;

Ability to translate complex topics into concise and easy to understand messages;

Proficiency in spoken and written English; knowledge of German is beneficial, but not a requirement.

What can you expect from us?

It is important for us to ensure our employees keep proper work-life balance and stay motivated, therefore we offer you a rich and comprehensive benefits package.

We care about well-being, as well as keeping up the team spirit and creating a positive, nurturing atmosphere in the office. Therefore, while work from home is allowed, physical presence in the office is expected at least 3 days per week, letting us stay connected and

integrated!

Does the above sound interesting to you?

If so, send your application our way as soon as possible – we conduct interviews on a rolling basis and will close the process once all candidates are found.

Please note only applications in English will be considered.

We look forward to receiving your application soon!

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