



BNP Paribas is a key player in international banking, has a presence in 68 countries, with more than 193,000 employees, including nearly 148,000 in Europe. The Group supports all its customers - individuals, associations, entrepreneurs, SMEs and institutions – in the success of their projects through its financing, investment, savings and protection solutions in a changing world. Corporate & Institutional Banking division offers tailored financial solutions for corporate and institutional clients. BNP Paribas has 200 years history in Europe and a firm position in Hungary for 30 years. In its Corporate & Institutional Banking BNP Paribas also enjoys strong positions in the Central Europe region, with branch offices in 5 countries (Hungary, Czech Republic, Romania, Bulgaria, Greece), serving 9 countries.

BNP Paribas, Hungary Branch is looking for a **Servicing Manager**

This role is acting as single point of contact for tier 1 corporate clients across Europe, in respect to their cash management products and services.

Responsibilities:

- **Client Support**
 - Be the first point of contact for our clients by servicing and promoting a positive client experience.
 - Challenge and simplify client requests.
 - Constantly suggesting and implementing concrete solutions to the service of payment mean and payment channels.
- **Client Analyses**
 - Identifying and suggesting improvements for internal processes while communicating with back offices, Business Centers, Cash Management and other internal stakeholders.
 - Getting involved in continuous client satisfaction improvements by monitoring statistics and reports regarding topics and quality.

- **Client Service**

- Being the single point of contact on after-sales activities for the client but also with every stakeholder of the relationship with the bank.
- Regularly attending client and review meetings.
- Preparing ongoing reports for the clients in scope, including quarterly reports and attend client service calls.

- **Client Incident Prevention**

- Proactively contact the client on any issue related to their individual products and flows, as well as pre- and post-incidents impacting the client.
- Informing and communicating regularly until the end of the issue.

What qualities do we look for?

- At least college graduate or equivalent apprenticeship with minimum 5 years middle office experience.
- Expertise in electronic banking, payments/reporting, or cash management area.
- Direct client interaction and extensive Client Service experience.
- Result oriented communication experience.
- Statistical report knowledge.
- Ability to collaborate/Teamwork.
- Attention to detail/rigor.
- Organizational skills.
- Adaptability.
- Communication skills – oral & written.
- Client focused.
- Resilience.
- Ability to synthesize / simplify.
- Ability to share / pass on knowledge.
- Very good German and English language skills in word and writing.

What do we offer?

- A competitive remuneration package and flexible social benefit package.
- Diverse product portfolio and complex job functions.
- Inspiring networking opportunities regionally in Central Europe and internationally within a global Group.
- Being part of a prestigious, ethical, and sustainable global company.
- Working with a diverse team and belonging to an inclusive community.
- A stimulating multinational environment in a top-quality office, based in Budapest, at the heart of the new downtown, close to Westend City Center.

- Market leading trainings, on-the-job training program.
- Attention to employee well-being and work-life balance.