



BNP Paribas is a key player in international banking, has a presence in 64 countries, with more than 178,000 employees, including nearly 145,000 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 an

Head of Cash Customer Service (m/f/d)

(In full time, with permanent term contract)

Challenges that let you grow:

- Managing the team performance with the objective to guarantee the timely delivery of Cash Management Servicing activities for all Corporate Clients within the Cash Customer Service department
- Maintaining regular communication with clients and internal stakeholder in order to keep them advised of the progress with service delivery
- Ensuring clients' satisfaction during the daily servicing processes
- Initiating changes to improve productivity and quality or reduce operational risk
- Ensuring relevant level of risk monitoring and control system
- Defining, implementing and maintaining relevant activity metrics and reporting.
- Ensuring employees are properly trained and acquired the relevant product/process knowledge
- Supporting the Head of Cash Management Servicing Germany by establishing successfully the new Cash Customer Service Desk in Budapest



Skills that convince:

- Studies in the field of economics, finance or accounting
- Several years of professional experience in the field of banking, financial operations, project and client Management and consulting
- Ability to inspire and develop others by improving their skills and supporting change
- Decision-making skills and ability to create client focused and innovative solutions
- Good organizational and analytical skills
- Ability to develop and leverage networks
- Very good English language skills in word and writing, German skills are a plus

What we offer:

- Inspiring networking opportunities regionally in Central Europe and internationally within a global BNPP Group;
- Being part of a prestigious, ethical and sustainable global company;
- Market leading trainings, on-the-job training program;
- 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;
- A competitive remuneration package and flexible social benefit package with:
 - Large yearly cafeteria package
 - Extensive Private Health Insurance program
 - Language training support
 - Company Social events
 - Parking place
 - Free fruits in the office;
- Flexible working environment, with partial home-office opportunity;
- Attention to employee well-being and work-life balance