

About the job

- BNP Paribas Securities Services (BP2S) has a unique multi-local model, servicing both the buy-side (the institutional investors and the fund managers) and sell-side (the broker-dealers community and the banks) with 6000 employees worldwide, a local presence across 25 countries and global coverage of 92 markets
- BP2S implemented in Portugal the Dual Office (live since September 22nd 2008): split of banking operations in two different sites, one continuing operating in Paris, London, Luxembourg, Frankfurt, etc. and one processing in parallel in Lisbon on a day to day basis
- Dual Office allows in case of severe crisis (terrorism, epidemic, earthquake, others) or technical disruption (general and IT connectivity down) to switch business from one site to another in real time assuring business continuity and no impact for client activity. The site that is down transfers the activity to the other site in a few minutes and the activity continues as if nothing had happened

Your Main Activities Are

- To contribute to the Correspondence quantitative and qualitative results
- To guarantee a written support to shareholders/options holders for the newly supported activities and specifics securities operations
- To take into account customers' complaints and transmit them to the relevant department
- To keep customers informed with progress of their file

Profile and Skills to Success

- Required Level of Education: High School
- Fluent French level (written) + Advanced English level (written)
- Good knowledge of Securities Services Industry is a plus
- Good knowledge of IT tools & applications used by the team in line with job requirements.
- Good understanding of his/her line of activity and specific team roles and responsibilities
- Good sense of the customer relations and editorial skills
- Sense of risk and the priorities
- Sense of confidentiality requirements
- Ability to make decisions
- Sense of rigour and detail
- Client Focus
- Team Work
- Ability to transmit expertise
- Ability to report and provide information

Why joining BNP Paribas?

• Leading banking institution

BNP Paribas is a leader in the Eurozone, and a prominent international banking institution with strong roots in Europe's banking history. It has a presence in 68 countries, with around 193 000 Employees – including more than 148 000 in Europe.

• Our presence in Portugal

Since 1985, BNP Paribas was one of the first foreign banks to operate in the country. Today, the Group has around 6.500 employees across several entities operating directly in the territory, offering a wide range of integrated financial solutions to support its clients and their businesses.

- **International reach**

Thanks to its international presence and regular and close collaboration among its different entities, BNP Paribas has the resources to support all clients with financing, investment, savings and protection solutions that help make their projects a success. BNP Paribas holds key positions in its three core operating divisions: Domestic Markets and International Financial Services for retail banking and specialised financial services, and Corporate & Institutional Banking for corporate and institutional clients.

In its Corporate & Institutional Banking and International Financial Services activities, BNP Paribas also enjoys top positions in Europe, a strong presence in the Americas as well as a solid and fast-growing business in Asia-Pacific.

- **Diversity and Inclusion commitment**

BNP Paribas is an equal opportunity employer and proud to provide equal employment opportunity to all job seekers. We are actively committed to ensuring that no individual is discriminated against on the grounds of age, disability, gender reassignment, marriage or civil partnership status, pregnancy and maternity, race, religion or belief, sex or sexual orientation. Equity and diversity are at the core of our recruitment policy because we believe that they foster creativity and efficiency, which in turn increase performance and productivity. We strive to reflect the society we live in, while keeping with the image of our clients.

To find out more on why you should join BNP Paribas visit <https://bnpp.lk/why-BNP-Paribas-Portugal>

* Please note that only applications submitted in English will be considered.

* In case you are selected for this role, further documentation will be requested to support your hiring process.