

Account Manager to BP2S Lisbon CTO - Equity Call Center

Your Main Activities Are

- Ensure customer information by email by respecting deadlines and procedures
- Analyse shareholders' requests and provide them with the elements requested.
- Ensure to send the documents regarding their securities account requested on e-mails or on Compte-Rendu d'Appel
- Ensure the satisfaction of customers' demands within the rules given by the Team Leader
- Contribute to the Correspondence quantitative and qualitative results
- Guarantee a written support to shareholders/options holders for the newly supported activities and specifics securities operations
- Take into account customers' complaints and transmit them to the relevant department
- Keep customers informed with progress of their file

Profile and Skills to Success

- High School completed
- Up to 2 years of professional experience (preferably Call Center)
- Good knowledge of IT tools & applications
- Good understanding of his/her line of activity and specific team roles and responsibilities.
- Fluent French level (written) + Advanced English level (written)
- Good sense of the customer relations and editorial skills
- Sense of risk and the priorities
- Ability to make decisions
- Client Focus
- Sense of rigour and detail
- 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

<https://group.bnpparibas/en/careers/job-offer/account-manager-to-bp2s-lisbon-cto-equity-call-center-french-speaker>