

Customer Support Officer (Dutch/Flemish & French)

Number of Positions: 3

Contract Type: Definite 1 year contract to transition to Indefinite following the completion of the Febelfin-Watts Banking Certification

Job description:

Role Overview:

Working closely with the Wealth Support - Manager, you will be supporting our Belgian and Dutch customers throughout their customer journey. You will be joining a fast-paced, innovative environment and a vibrant and dynamic team. We are driven by providing excellent customer service which in turn provides you with an excellent opportunity to grow and learn.

Our shift hours are between 9 am and 8 pm in combination with a hybrid working model, this adds value to your personal planning and work life balance. The role also provides the opportunity to gain a professional certificate in Bank Mediation (Febelfin – Wet Willems).

The selected candidate should be willing to relocate to Malta.

Duties and responsibilities

- Attracting new customers by answering incoming calls and responding to customer emails
- Responding and resolving customer queries and escalating technical issues, whilst finding and explaining the best solution to solve the problem
- Providing customers with information about the Bank's products and services
- Following up on customers' instructions including payments, placement of trades, transfer of investment portfolios, and account opening and closure
- Supporting the Bank's marketing strategy throughout various campaigns focusing on savings and wealth products

Requirements

- Native Flemish/Dutch and French (both required) language proficiency - **Dutch-only speakers are also encouraged to apply.**
- Excellent verbal and written communication skills in English is a plus
- Previous experience in a customer service role will be considered an asset

Training provided

- Candidates within the first year shall be sponsored to finalise the Febelfin-Watts Banking Certification
- An initial 5-6 week induction training is provided paired with regular 1-to-1's ensure positive progression

Any assistance with accommodation/relocation

We offer a 1000 EUR Relocation subsidy for people relocating to Malta.

Any other benefits

- Private Health insurance (covering employee and immediate family) with dental coverage and eye tests
- Life insurance
- Yearly discretionary performance bonus
- IT benefit of 300 EUR
- Free parking
- Study grants & leave
- Hybrid working and flexible working hours
- Gym budget
- Staff savings account at a preferential interest rate,
- Home loan at a preferential interest rate

Salary

25,000 -30,000 EUR Gross Per Annum dependent on experience-level, banking exposure and language fluency

How will the interviews be held

Interviews shall be held online

To apply

CVs and a covering email are to be sent by email to

eures.recruitment.jobsplus@gov.mt and should be written in English. Please quote the vacancy name and number in your email.