

Client Service Center Officer

GENEVA

Our Client Service Center Department (CSC) supports business areas in their responsibility to comply with the relevant external laws, regulations and internal procedures, regarding all the documentary questions. Our CSC team is instrumental in mastering areas such as the opening and review of accounts regardless of their risk qualification (PEP, High or Standard risk), FATCA documentation, etc. Working independently as part of our internal control framework, our CSC team closely works with Compliance Department, supports the Private Banking Department and the Relationship Managers in all areas related to documentary management, contributing to building a reputation of integrity, reliability, and consistency with clients.

To strengthen the team in Geneva we are seeking a dynamic and experienced Client Service Center Officer

What you will do

- Formal and economical background review of new account relationship
- Process account openings and closings in the Bank's Information System
- Update clients' data in the Bank's Information System and in the clients' files
- Assist and guide staff of other departments of the Bank (mainly Front Office) with their requests and questions in relation to the Client Service Center
- Provide support in other general tasks of the division: Tax reporting, Dormant accounts, Hold Mail Management, scanning, management of client relationships archives, etc.
- Report directly to the Group Head of Compliance / Head of CSC

What we are looking for

- Minimum 5 years of professional experience in a similar role as Client Service Center Officer
- Strong knowledge of CDB, AMLA and AMLO-FINMA (due diligence)
- Strong knowledge of the FATCA / QI / CRS
- Independent, agile, enthusiastic, initiative and service-oriented
- A high degree of personal integrity
- Excellent ability with IT tools, knowledge of S2i is an asset
- Excellent knowledge of English and French, German is a strong asset

How do we keep you smiling

- The responsibility of an important role at the heart of the development of a human-scale bank, with little hierarchy and recognised know-how and expertise
- A large autonomy of personal operation allowing a real capacity for proposal and initiative
- An interesting role due to its challenges, complexity and variety
- A remuneration adapted to the experience, skills and seniority of the successful professional

About Banque Heritage

Banque Heritage is a Swiss private banking group that provides a wide range of financial services and tailored investment products. While global in scope and innovative in its solutions, the Bank holds true to its core values – family-orientated approach, independent perspective, intelligent financial management and dedication to our clients and commitment to our people. Founded in 1986, the Bank is headquartered in Geneva with an international presence.

We are looking for professionals with all types of skills, interests and experiences. We care about bringing together staff who are client-oriented, entrepreneurial minded, enthusiastic, collaborative and have the drive to make things happen for our clients and communities.

APPLY NOW

Please send your applications to hr@heritage.ch.

Only direct application will be considered.

We believe that in order to recruit the best professionals all applications must be reviewed equally. For this reason, all the elements you wish to share with us in your file are not discriminating (photo, age, gender, location, for example). We are committed to offering equal opportunities.

If your application is selected, we will reach out for an introductory call.

As part of the interview process, we always ensure complete insight and transparency, namely, you will have the chance to meet people who will be crucial to your future success in the role.

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