

## **Relationship Officers Customer Service - IBU Limassol**

### **Chinese / Russian speakers**

Bank of Cyprus is looking to recruit suitable candidates to join the Customer Service team at one of its International Business Units ('IBUs') in Limassol.

### **PURPOSE**

The successful candidate will be responsible for offering high-quality service and promoting the bank's products and services to the IBU's customers.

Bank of Cyprus is the leading service provider to the International Business Sector and a pioneer in providing high-quality sophisticated services to meet the needs of this growing and extremely demanding market. Through its 8 specialized IBUs supported by state-of-the-art technology and over 300 highly qualified and experienced personnel, the Bank provides superior service to its international clientele, combined with a personal touch. The Bank maintains Representative Offices in Moscow, St Petersburg, Kiev and Beijing. The IBUs' commitment to the highest quality of service and client satisfaction is independently verified through the ISO 9001: 2015

### **RESPONSIBILITIES & MAIN ACTIVITIES**

- Handle day-to-day customer queries, provide solutions to customer needs and ensure client instructions are duly effected
- Account opening and maintenance according to the Bank's procedures - applying regulatory requirements such as KYC and Anti Money Laundering policy and procedures
- Develop and maintain customer relationships and actively participate in business development campaigns
- Promote the bank's products and services according to the customers' needs, by providing accurate and transparent information to customers

### **COMPETENCIES**

- Results orientation / Accountability
- Analysis & Problem Solving
- Resilience / Adaptability
- Customer Service Orientation
- Communication / Interpersonal Skills
- Team Work

### **EXPERIENCE / KNOWLEDGE**

- Knowledge of Greek language will be considered an advantage
- Prior experience in a similar role will be considered an advantage

### **REQUIRED QUALIFICATIONS**

- Bachelor's degree from an accredited college/university
- Very good knowledge of English language, both spoken and written
- Very good knowledge of Chinese language (Mandarin) or Russian language, both spoken and written

## REMUNERATION

Successful candidates will be offered an attractive remuneration package depending on qualifications and experience.

## APPLICATIONS

Interested individuals can submit their applications through the «**e-Recruitment**» system, which is available at the Bank's website [www.bankofcyprus.com.cy](http://www.bankofcyprus.com.cy) (Careers), following the steps below:

- Registration
- Profile submission
  - Electronic submission of personal/academic/professional and other data
  - "**Release**" of the profile
- Application through "**Employment Opportunities**" section
  - Job Search
  - Start
  - Select Job
  - Apply
  - Send Application (top, right hand side)
  - Send Application

**All applications must be submitted by Monday 13/03/2017.**

## SELECTION PROCESS

Applicants who possess the necessary qualifications will be invited to a written examination and personal interviews.

## IMPORTANT NOTES

- Applicants who submitted their CV in the past and who meet the above criteria will need to apply for the specific position through the "e-Recruitment" system.
- Applications that do not meet the specified criteria or are not received within the specified deadline will not be considered nor will they receive any answer regarding the status of their application.
- Only electronic applications through the «**e-Recruitment**» system, will be considered.
- **If the information provided in the submitted CV proves to be untrue, inaccurate or incomplete, it may result in the rejection of the application.**
- All applications will be treated in strict confidence.