

## **FUNCTION PROFILE**

### **Operations Department – Officer Savings and Deposits Netherlands**

#### **Introduction Amsterdam Trade Bank**

Amsterdam Trade Bank N.V. (since 1994) is a fully owned subsidiary of Alfa Bank. It provides standard and tailor-made products in the field of Russia and CIS related trade and structured finance, corporate banking, treasury and international money transfers. Through the extensive network of parent Alfa Bank, one of Russia's largest private banks, Amsterdam Trade Bank has a profound knowledge of the Russian and CIS business environment.

Amsterdam Trade Bank is the biggest bank with private Russian capital operating within the European Union. Amsterdam Trade Bank is supervised by the Dutch Central Bank (De Nederlandsche Bank) and carries out its activities in strict accordance with all Dutch banking regulations.

Over the years, Amsterdam Trade Bank has built up a reputation of a reliable partner for international financial institutions, Export Credit Agencies, large European producers and exporters to Eastern Europe as well as for importers and exporters in the Russian Federation and CIS countries. Subsequently the bank's financial results show a rapid increase on the back of excellent performance and the importance of its strategic purpose within the Alfa Group.

#### **Introduction Department**

The Operations Department consists of 6 divisions:

- Savings and Deposits Netherlands
- Savings and Deposits Germany/Austria
- Call centre Savings and Deposits
- Payments Department
- Treasury Back Office
- Office Management & Facility Desk

The Operation Department is a dynamic, growing department with a different cultural background and age.

Savings and Deposits Department handles information requests from clients by phone, mail or e-mail, deposits and withdrawal requests assist clients in using our internet banking facility ATB-Connect, check client documentation and open/maintain accounts according the procedures for all S&D clients of ATB.

#### **Specific job responsibilities**

- Administration, maintenance and help desk function for Savings and Deposits clients
- Provide existing and potential Savings and Deposit clients with general information about the bank
- Identification and acceptance Savings and Deposits clients, opening accounts;



- Maintenance of customer/account files with regard of changes and completeness
- Opening, registration and control of the conditions and agreements between the clients and the bank concerning the account
- Registration and handling of requests and complaints from clients and reporting them immediately to the responsible Manager or the Head of the Department
- Input in core banking systems: customer input, account input, Money Market Deal (deposits) etc
- Handling of incoming and outgoing payments for Savings and Deposits clients
- Handling of incoming e-mails and letters
- Handling of incoming and outgoing phone calls
- To approach existing and potential clients, either directly or in consultation with the responsible Manager or the Head of the Department in order to provide/receive information necessary for the completeness of the customer files and/or to serve the clients
- Provide continuous support and improve operations quality and work cooperatively in a team
- Cooperate (or assist) with other departments within Operations
- Support the introduction and implementation of new regulations and procedures
- Responsible for completing the goals set together with his/her Manager or Department Head
- Adapt him/herself to the values, norms and behavioural codes of ATB
- Take joint responsibility for projects

## **Requirements**

- Education level: MBO / HBO
- At least 2-3 years of relevant experience
- Knowledge of banking instruments, procedures and products
- Excellent knowledge of Microsoft Office
- Financial experience is considered to be a plus
- Fluent communication skills in Dutch (both verbally by phone and in writing)
- Fluent communication skills in English (both verbally and in writing)

## **Skills & competencies**

- Good communication skills
- Able to work accurately, under pressure within fixed and short timeframes
- Pro-active, self starting approach
- Willing to work in a small team
- Result and quality oriented



# Amsterdam Trade Bank

Member of Alfa • Bank Group

- Willing to take ownership
- Good organizational skills
- Team player