

***Client Services Officer***  
***London***

**FirstBank UK is a globally recognised, successful bank who provide world-class services to various institutions and individuals. Offering a comprehensive range of retail and corporate financial services/products, this thriving business boasts over 10 million active customers in over 700 business locations. Due to business requirements, we are now looking to acquire the services of an experienced Client Services Officer.**

- **Office hours are Monday-Friday, 9am-5pm with a 1-hour lunch.**

**Key Responsibilities:**

Responsible for working within the Client Services team in the day-to-day management of the Bank's Client Services and Payment Investigations Function which includes but not limited to customer account opening and maintenance, processing customer complaints and related regulatory reporting, dealing with customer queries, payment investigations, user maintenance on the Bank's online banking platform, first line support for debit card management, maintaining the Bank's static data and acting as Quality Control function for the SCV files produced by Data Office ensuring customer information is kept up to date and is compliant with Single Customer View (SCV) reporting requirements, payment fraud monitoring and control.

Reporting to the Client Services Manager.

**Key Skills/Experience:**

- Several years of experience in Banking/Financial Services in the Operations/Client Services area.
- Fundamental experience in customer complaints management and regulatory reporting.
- Strong understanding of risks associated with Payment Fraud management.
- Understanding of FSCS rules and understanding of the Single Customer View (SCV) reporting requirements.
- Fundamental experience in Front to Back Operations process flow and end to end Client service.
- Understanding of the Payments sphere: SWIFT Payment Messages, CHAPS, FPS and BACS, Direct Debits, Card management and Internet Banking.
- Excellent customer services skills dealing with corporate and individual customers, including overseas based.
- Strong relationship building skills and an ability interact efficiently with senior key stakeholder's and other teams within the company

**In return we offer a fantastic benefits package including:**

- Up to 10% employer pension contribution
- Life Assurance Cover
- Income protection
- Private Medical Insurance plan (upon successful completion of probation period)
- Contribution to glasses/contacts and eye testing
- Gym subsidy (up to £50 per month)
- Cycle to work scheme
- Employee Assistance Program
- Interest Free season ticket loan for travel
- Birthday Leave
- 25 days annual leave, rising to 28 after 3 years and 30 after 8 years' service
- Give As You Earn (GAYE)

*First Bank is an equal opportunities employer and positively encourages applications from suitably qualified and eligible candidates regardless of sex, race, disability, age, sexual orientation, gender reassignment, religion or belief, marital status, or pregnancy and maternity.*