

Job Profile – Client Service Representative

As Client Service Representative you will support our Cobase platform (products and services) for the users of medium and large size corporates and institutions. You will interact directly with these users and the banks to which Cobase provides access.

This job offers a great opportunity to join a fintech company at an early stage, to be one of the first employees that helps to bring the platform to the market and to be part of the success.

The candidate should have:

- Knowledge and understanding of our business domain: transaction banking, payment hubs, cash management, treasury management and related systems
- Excellent communication and interpersonal skills
- Client service experience
- Fluency in English

Company Description

Cobase is a trade name of Financial Transaction Services BV, a venture of ING Bank NV. The company operates independently under its own brand and under its own management, at arm's length from ING.

Cobase offers a multi-bank platform to medium and large size corporates and institutions. It provides a single point of access to all bank accounts and other financial products and services from many banks and financial service providers. We harmonise and make multi-banking easier and more efficient for corporates and institutions.

"Our mission is to make working with multiple banks easier and more efficient. This process is never finished, every day we try it to make it easier and simpler."

Characteristics of the Cobase culture and way of working are:

- We are an entrepreneurial and agile company
- We have an open culture, we share our results and success, and your input is truly valued
- We work hard and have fun at work
- Good work-life balance, we know you have a life outside work

Description of the Department

The client service department:

- Is the first line contact point for all questions, service requests or complaints from the users of the Cobase platform
- Acts as the spider in the web for resolution of client issues and service requests
- Works closely together with Sales, Implementation management, Product development and the Capability development team that manages the connectivity with participating banks
- Is responsible for continuous improvement of service level, first time right ratio and through put time

The role

You will be responsible for:

- Availability of Client Service during business hours for calls and emails from clients
- Resolution of client inquiries and completion of service requests (with support of other Cobase departments and the account holding banks)
- Compliance related administration (Know Your Client process)
- The voice of the end users in priority setting of the product development agenda
- Identification of improvement ideas to bring Client Service and other Cobase departments to a higher level
- Identification of leads and business opportunities for our sales team

What do we offer

- An inspiring and challenging work environment in an internationally operating business
- Opportunity to help set up a new company with impact
- Full time position (40 hours per week,)
- Attractive employee benefits package such as a pension plan, an insurance package and possibilities for personal development and education
- Position based in Amsterdam

Competences

- Knowledge and understanding of our business domain: transaction banking, payment hubs, cash management, treasury management and related systems
- Experience with digital web based solutions
- Customer Service experience
- Team player, emphatic and attuned to cultural differences
- Excellent communication skills and strong influencing skills
- Action-oriented and delivery focused: 'Can do' mentality
- Fluent in English as well as in at least one other European language
- You function well in environments where you need to be a path finder

Contact

If you are interested please contact Bart Kooijmans at bart.kooijmans@cobase.com or 020-2440220. You can also use this address to send your CV.