

# Luxembourg Jobs Expertini®

## Customer Service Associate

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Company: Falkerin S.à r.l.

Location: Strassen

Category: office-and-administrative-support

### Responsibilities:

Take ownership of individual issues and ensure they are resolved to the satisfaction of the distributor and Fidelity

Remain highly motivated and focused towards achieving set individual, department and company performance goals

Interact in a friendly and professional manner with both internal and external customers

Actively learn about, contribute to, and support company framework, ensuring areas of concern are reported promptly to your team leader

Develop a sound understanding of the legal, compliance and regulatory requirements of relevant market(s), and in collaboration with your team leader ensure continuous review and update of operational procedures in relation to such requirements to always reflect latest changes

Develop and maintain a complete understanding of the products, procedures and systems, as well as an in-depth knowledge of service offering and distribution channels for your markets to support the delivery of excellent distributor service at all times

Liaise and develop strong relationships with your team leader to ensure agreed market goals and service standards are consistently delivered in line with existing policies and procedures and ensure proper monitoring and controls are in place to achieve this

Be the first point of contact for your team leader for resolution or solution implementation as required. Be able to properly articulate distributor needs (even if tailor-made) and engage people to translate them into efficient operational services

Strive to achieve business / market objectives, sharing (market) knowledge experience and providing assistance on referred issues

Show creativity in solving special issues and encourage continuous improvement through the development of new processes and procedures

Provide assistance / cover to team leader when necessary

Provide constructive feedback to Management wherever possible to further improve existing services

Strong emphasis on quality, transparency and good value

Support team leader in the implementation of new strategies

Provide accurate and informative reporting to team leader whenever required

Sponsor of success of the Market Specific Team and department

Ensure proper escalation of critical issues to team leader / Management whenever required

**Requirements:**

Good experience working within a financial environment (at least 2 years)

Fluency in English and a very good level of German are required; Eastern European languages are considered as an advantage

Excellent communication and social skills - ability to communicate effectively at all levels

Team player who can gain the support and commitment of peers and internal and external service partners

A proactive approach to internal relationships with an analytical, enquiring mind and a willingness to learn

Proven analytical skills – ability to extract, analyze and assimilate information

Confidence and skills to manage change processes or initiatives when required

Willingness to question processes with a view to improving service delivery

'Can do' attitude reflected in pro-active internal problem resolution and follow-up

Accuracy and attention to detail in all aspects of service delivery, documentation and reporting

Demonstrate a high level of commitment and professionalism to the role

Ability to work on own initiative and under pressure as a team ~ minimal direction

Good organizational skills - ability to 'multi-task'

Proficiency in major MS Office Applications (Word and Excel)

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