



## Transaction Services Representative

Work place: Warszawa

Ref nr: 16016902

Treasury and Trade Solutions (TTS) is an integral part of Citi's Institutional Clients Group, serving public sector clients, corporations and financial institutions all over the world. Our innovative solutions help clients streamline and automate processes, mitigate risk and expand their reach.

The person employed as a Transaction Services Representative will be responsible for:

- Handle / verify client investigations.
- Service specific customer enquiries accurately and in a timely manner in line with departmental standards.
- Acknowledge, investigate and resolve all enquiries received from customers/third party banks in a timely and professional manner.
- Support and strengthen customer needs in an efficient, effective and professional manner and handle exceptional requests when required.
- Identify and report potential issues, error root-cause results, suggest and implement resolution

### Requirements:

- **Very good knowledge of English, Portuguese and Spanish - speaking and writing, is a must**
- Strong investigative and analytical skills.
- Excellent communication and interpersonal skills.
- Commitment to the delivery of high quality service to corporate clients.
- Ability to liaise with demanding clients
- Ability to work independently within a team environment.
- Perfect organization skills, ability of problem solving, make accurate and quick decision, managing multitasks.

### We offer:

- Challenging job in a young and dynamic environment
- Opportunity to work in a global organisation in a truly international team, supporting clients from EMEA
- Possibility to use language skills and gain experience in banking sector
- Full social package

Please apply thru: <https://citi.taleo.net/careersection/2/jobdetail.ftl?lang=en&job=16016902>