

Dutch Speaking Operations Officer

Number of Posts: 1

Contract Type: Full-time Indefinite

Job description

As an Operations Officer your daily activities will include:

- Acquiring a deep understanding of our products and procedures.
- Answering incoming calls and reply to emails from prospective and existing customers in relation to our products and services.
- Executing customers' instructions and daily updating of accounting records.
- Following up customers' requests that cannot be answered immediately and conduct the necessary internal investigations.
- Developing strong partnerships with customers delighting them with your insight and listening skills.
- Performing administrative tasks related to the operation of banking platforms in use.
- Processing the allocation of payments.
- Professional and respectful debt collection through calls and follow ups with customers.
- Performing other operational tasks in relation to retail deposits and client onboarding.

Requirements

Skills and Capabilities Required

- Dutch and English is a requirement while proficiency in French would be an asset
- Proven experience in a customer service role.
- Comfortable working with figures.
- Able to stay organised, multi-task and meet deadlines.
- Work independently without constant supervision.
- Able to simplify processes and procedures, delivering quality results with minimal complications.
- Basic knowledge of banking, credit control and factoring.
- A good command of excel and database management

Benefits

This opportunity comes with an attractive remuneration, wellbeing incentives as well as offers prospects for personal development. Our employees' health and wellbeing are important to us. To support this, we offer private health insurance, as well as life and personal accident insurance. In addition, we offer an interest subsidy on home loans or a rental subsidy, a pension scheme and free parking.

We recognise our employees' potential and invest in their growth by providing training and development opportunities both internally and externally. Moreover, our employees can benefit from remote working

Vacancy Additional Information

arrangements. We welcome candidates who are looking to relocate to Malta and we offer assistance by providing an allowance to be used for relocation costs.

Training provided

Probation period is 6 months with training provided during these months. Further training and development provided throughout employment.

Any assistance with accommodation/relocation

Relocation allowance is offered to the selected candidate.

Salary

Starting salary of €23,000 and after probation increases to €25,000.

How will the interviews be held?

Online – Microsoft Teams. A link will be sent from our end.

To apply

CV and a covering email are to be sent by email to eures.recruitment.jobsplus@gov.mt and should be written in English. Please quote the vacancy name and number in your email.