

Upper Mass Segment Officer

CrediaBank, which was created through the merger of Attica Bank and the former Pancreta Bank, is looking for an **Upper Mass Segment Officer** to join our dynamic team.

Job details

Job type: Full-time

Location: **Athens, Attica**

Apply via email to: recruitment@crediabank.com

About the job

As an **Upper Mass Segment Officer**, reporting to the Branch Manager, you will manage and coordinate all activities related to servicing individual customers of the Branch, including the sale of deposit, investment, lending, and bancassurance products. You will support branch staff, delivering these services, ensuring smooth execution and compliance to the Bank's policies and procedures.

You will actively promote the branch's commercial objectives by building and maintaining strong client relationships with the Upper Mass Segment and by informing them about new banking products and services. As the first point of contact, you will play a key role in ensuring an exceptional customer service experience.

The role requires you to have a customer-focused profile and demonstrate strong commitment to the achievement of the team's and the Organization's goals.

Responsibilities:

- Upper Mass clientele development & promotion of existing & new retail banking products & services
- Market & competition monitoring
- Upper Mass customer relationship management & performance supervision/management
- Ensure that the provision of services to customers is carried out in accordance with the instructions and terms agreed with the Bank
- Collaboration with competent units regarding the development & promotion of products/services
- Responsible for managing organizational & operational issues and checking the accuracy of customer documentation before their transmission to Central Services
- Ensuring the efficient implementation and improvement of branch organizational & operation procedures
- Formulating & supervising the implementation of branch commercial & operational objectives internal plan, concerning Upper Mass customers
- Provide information during the preparation/monitoring/review of the bank's branch network budget at a branch level
- In addition to the above, any other area of responsibility, duties and competencies are assigned by the hierarchically superior level, such as daily incoming and

outgoing netting of accounts, settlement of returned checks, overdue Loans management.

- Manages relationships with local stakeholders at a branch level.

Qualifications:

- Bachelor's degree, preferably in Accounting, Finance, Economics, Business Administration or a related field
- Master's degree in a relevant field will be considered an asset
- Minimum of **5 years'** relevant experience
- Professional certification under the joint decision of the Executive Committee of the Bank of Greece and the Board of Directors of the Hellenic Capital Market Commission (either of types: a1, a2, b1, b, c, d) and/or professional accreditation in private insurance intermediation (types A, D) will be considered an asset
- Solid knowledge of financial products and services, particularly loans and credit, and awareness of market competition
- Strong sales skills and solid understanding of customer behavior and relationship management
- Customer-focused with excellent communication and interpersonal skills
- Very good command of English.

About CrediaBank

CrediaBank was created through the merger of Attica Bank and the former Pancretia Bank, and is the 5th largest bank in Greece in terms of assets. It is a modern banking institution with a network of 65 branches and 5 business centers across the country, serving approximately 300,000 individuals and businesses with a wide portfolio of deposit, investment, and insurance products, mutual funds, loans, and brokerage services. Customer service is a top priority for CrediaBank, which is why it is the only bank that welcomes customers both with and without appointments, offers cashier services available throughout the day, and operates with extended hours through the CrediaConnect service. CrediaBank operates as a credit institution supervised by the Bank of Greece, strictly applying both European and national regulatory frameworks governing the operation of banks.

We respect your personal data

CrediaBank, taking into account that the personal data of candidate employees is of great importance, informs you in accordance with Regulation (EU) 2016/679 and the relevant provisions of the applicable Greek legislation for the protection of personal data, in its capacity as controller of the type of personal data it collects, the reason they are collected and processed and how long they are retained here <https://www.crediabank.com/gdpr/>