

Retail Support Officer

CrediaBank, is looking for a **Retail Support Officer** to join our dynamic team.

Job details

Job type: **Full-time**

Location: **Athens, Attica**

Apply via LinkedIn or email: recruitment@crediabank.com

About the job

The role of the Retail Support Office is responsible for the execution of customer financial transactions, such as deposits, withdrawals and payments of obligations (loans, bills, etc.), as well as for the processing of supporting tasks related to customer service and the general operation of the Retail Branch and in particular the facilitation of the flow of work to and from the Branch. Actively and systematically promoting the commercial objectives of the Branch, through maintaining good relations with customers, active promotion of products, and referral of customers for new banking products and services. The position also includes welcoming customers, guiding and informing them until they are served by the banking advisor.

Responsibilities

- Performs all cash transactions accurately, quickly and securely, ensuring the best possible service to the customer's needs.
- Is responsible for carrying out support tasks related to customer service and the general operation of the Branch, and in particular, facilitating the flow of work to and from the Branch.
- Management/Execution of transactions.
- Execution of accounting audit & account reconciliation.
- Supports and promotes new products & services of the Bank. Refers customers, to the relevant colleagues to expand the banking relationship with them.
- Support for the implementation/improvement of Branch organization & operation procedures.
- Ensures the authentication of the transaction party when making transactions (identity check).
- Checks the validity of purchased checks (correct endorsement, bearer details, etc.) and the submitted supporting documents when required.
- Ensures the security of the cashier's money and valuables (checks, bills of exchange, etc.).
- Ensures the timely and correct reconciliation of the cashier's money and the delivery of the money to the vault.
- Informs about any differences in the cashier's reconciliation and in collaboration with the appropriate colleague takes care of their identification and settlement.
- Supplies and agrees the Branch ATM.
- Is responsible for monitoring its cash limits.

- Assists in welcoming customers upon entering the Branch, as well as the flow of service.
- Supports customers in executing transactions on Digital banking
- Processes and resolves formal requests or provides clarifications to customers if they do not require service and intervention from a specialized Banking Advisor (RM).

Qualifications

- Bachelor's degree from a higher educational institution, preferably in economics or another related subject (desirable)
- Master's degree (desirable) in the fields of business administration, finance or another related subject
- 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 sales skills and understanding of customer behavior and relationship management
- Customer-focused with excellent communication and interpersonal skills
- Good command of both Greek and English

About CrediaBank

CrediaBank was created through the merger of Attica Bank and the former Pancreta 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. More information about the Bank is available on our website www.crediabank.com

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](#).

Equal Opportunity Employer

CrediaBank believes that its strength lies in its people and promotes a safe, dignified and inclusive working environment with zero tolerance for any form of discrimination, violence or harassment. We review all applications with equality, transparency and respect for human rights.