

Mass Segment Officer

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

Job details

Job type: Full-time

Location: **Volos, Thessaly**

Apply via email to: recruitment@crediabank.com

About the job

As a 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 and 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:

- Greet customers upon entering the branch, identify their needs and manage service flow to the appropriate Relationship Manager
- Assist customers with digital banking transactions, handle routine requests and escalate to Relationship Managers when needed
- Actively develop the customer base and promote retail banking products and services
- Monitor the market and competition and liaise with relevant departments on product and service development.
- Maintain relationships with local stakeholders
- Execute daily operations (clearing, returned check, manage safe deposit boxes and overdue loans)
- Support the Cashier in reconciling the cash register and ATM and perform financial transactions
- Manage branch organizational and operational matters, ensuring proper documentation and customer approval, before submission to Central Services; promote effective implementation and improvement of branch procedures
- Participate in the formulation and oversight of the branch's internal commercial and operational objectives plan
- Contribute to branch budgeting process
- Input credit applications, collect necessary documentation and forward to the related credit department

- Perform any additional duties assigned by management.

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 **3 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 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.

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/>