



## PR/117736 | eBanking - Implementation Customer Support Vice President or Associate

### Job Information

**Recruiter**

JAC Recruitment UK

**Job ID**

1512721

**Industry**

Bank, Trust Bank

**Job Type**

Permanent Full-time

**Location**

Germany

**Salary**

Negotiable, based on experience

**Refreshed**

April 2nd, 2025 22:00

### General Requirements

**Minimum Experience Level**

Over 3 years

**Career Level**

Mid Career

**Minimum English Level**

Business Level

**Minimum Japanese Level**

Business Level

**Minimum Education Level**

Associate Degree/Diploma

**Visa Status**

No permission to work in Japan required

### Job Description

The Frankfurt office of a well-known international bank is looking to hire eBanking - Implementation Customer Support Associate or Vice President.

### Profile Summary

Responsibility of this position is for customer support on multi cashing system, support for Pooling, Multi-Bank etc., and cooperation with local IT department on local Cash Management System.

### Duties and Responsibilities

- To manage and handle customer requirement and inquiries on eBanking.

- To support and cooperate with Transaction Banking member on its cash product matter (Pooling, Multi- Bank etc.).
- To cooperate with local IT department on local Cash Management System matter as required.
- To engage in fly-in visiting customers located outside Germany in European continent based on client needs.
- To maintain good relationship with internal stakeholders.

**Required Experience:**

- Customer support for bank's e-banking system and Multi Cash system in Germany.
- Pitching / presentation to the clients in terms of cash products and/or deposit.
- German language skills at the business level in addition to English.

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We will contact you if we feel your qualifications match the role.

However, we regret that only shortlisted candidates will be contacted by us. If you don't hear from us within 5 working days, please assume that you have not been shortlisted.

#LI-JACUK

#cityfrankfurt

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Company Description