



BNY Mellon is an investment company and can act as a single point of contact for clients looking to create, trade, hold, manage, service, distribute or restructure investments and safeguards nearly one-fifth of the world's financial assets. BNY Mellon remains one of the safest, most trusted and admired companies. Whether providing financial services for institutions, corporations or individual investors, clients count on the people of BNY Mellon across time zones and in 35 countries and more than 100 markets.

Corporate Trust - New Team in Wrocław!

With global reach and a comprehensive suite of scalable administrative, operational and infrastructure capabilities, BNY Mellon Corporate Trust help clients to drive business growth and maximize efficiency through our core services of trustee, paying agency, custodian, collateral administrator and other fiduciary offerings. Backed by the power of BNY Mellon at every phase of the investment lifecycle, our global footprint and deep expertise deliver insight-driven solutions directly to clients. We're building the team in Wrocław, so we have number of open roles – join us today!

Intermediate Representative, Client Service (UK Client Services Team)

Main responsibilities:

- Provides quality support to clients with moderately complex transactions and processes on a daily basis.
- Investigate, solve and provide solutions for portfolio based issues.
- Under general supervision, assists clients by responding to phone, email and other inquiries regarding company products, services and procedures.
- Responds to client questions on BNY Mellon product features and provides technical assistance for issues that have been escalated by junior team members and Client service managers.
- Researches and resolves moderately complex operational or client issues. Routes issues that cannot be addressed at point of contact to appropriate team, in accordance with documented procedures.
- Assists with process improvement by contributing ideas to improve team efficiency.
- Perform quality reviews and due diligence where required.
- Perform any project or regulatory based activity when required to do so.
- Ensure that all processes are in accordance with the Firm and Corporate Trust policies and preferred practices.

Qualifications:

- Strong PC skills (including Microsoft® Word, Excel, PowerPoint, etc.)
- Fluent spoken and written English language skills
- Ability to withstand work pressure and deliver with speed and accuracy
- Experience in written client communication
- Previous experience in Financial Services preferred

Our offer:

- Full time contract of employment
- Working Hours (dependant on the team but usually as the following) Monday-Friday 9:00 – 17:15
- Location: Aquarius Building ul.Swobodna 3 or Sagittarius Building ul. Borowska/Sucha
- Competitive salary
- Health & Life Insurance
- Multisport card / Cinema Tickets / Nursery subsidiary
- Pension scheme
- Excellent opportunities for training, growth and professional development
- Opportunities to engage in diverse projects due to growth of business migrations
- A multitude of opportunities to get involved in additional charity projects
- A collaborative culture and great teams

If you are interested to join BNY Mellon team, please complete a candidate profile online on **bnymellon.com/careers** (ref. number #1803189) and send your CV to **recruitment.wroclaw@bnymellon.com**