

## Adviser of Bank Products and Processes (with Danish language)

### About Danske Bank Global Services Lithuania (GSL)

Danske Bank is the largest bank in Denmark and one of the leading banks in Northern Europe. Now you have an opportunity to join Danske Bank GSL in Vilnius, and become a part of a rapidly growing community of more than 800 employees. Danske Bank GSL is an integrated part of the Danske Bank global organization and working in Danske Bank GSL gives you an opportunity to be part of an innovative and international company focusing on customers in 15 countries.

### Our employees say that we are:

- A growing, innovative and dynamic company which is attentive to the employees;
- Socially responsible, ethical and a reliable employer;
- An excellent place to learn, grow and develop skills;
- A place with many opportunities, additional benefits, good atmosphere and a Scandinavian culture;
- An energetic, fun and flexible workplace.

### About the role

Supporting Danske Bank colleagues as well as delivering world class customer service on daily basis by identifying, owning and driving excellence of support and processes. Our colleagues are our customers – this is our point of view. This opportunity should catch your attention if you are willing to become Expert of bank products and processes and provide support and solutions for colleagues cross Scandinavian countries. And you will be the first who will be contacted when a problem or issue will arise. This position will let you learn back-office tasks as well as use your customer service talent.

### Responsibilities:

- Provide consultation on Daily banking, Lending, Investment and Other banks' products and processes for our colleagues;
- Provide access rights support and resolution for our colleagues;
- Drive forward the continuous improvement of the global teams by championing change and driving service improvements;
- Create and update procedures/checklists as well as support documentation.

### Requirements:

- Strong level of English and Danish languages (written and spoken);
- Strong motivation to learn and work in an Adviser's role;
- Analytical skills and high level of accuracy and attention to details;
- Ability to work with challenging work situations;
- Willingness to help and support your colleagues in a daily work;
- Preference to work within a team as opposed to working alone;
- Relevant work experience (an advantage).

### Advantages:

- This is a perfect opportunity to choose career path that will enable you to join a fast growing team and to contribute to improvement of the future processes;
- Working standard business hours;
- An extensive training program to ensure that your skills are maintained and updated on an ongoing basis;
- Highly skilled and friendly team who will not let you get bored;
- Work in an international team which concentrates on innovative business facing solutions.

Do not be shy and contact us in any questions and if you are interested to join our team, please send your CV in English. Contact information: Vilma Krivicke [vilma.krivicke@danskebank.lt](mailto:vilma.krivicke@danskebank.lt).

*Confidentiality guaranteed.*