

VIP Customer Services Specialist (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 rapid-growing community of more than 600 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

As VIP Customer Services Specialist with Danish language you will be responsible for administrating various requests from VIP, Corporate and Business customers as well as provide information for non Danish speaking teams. After a while our employees become experts in daily banking area and can participate in projects related to knowledge transfer and process improvements. We are looking for employees with goal orientation, attention to details and ability to be great team players.

Responsibilities:

- Prepare standard daily banking business tasks to non Danish speaking teams;
- Sorting requests from customers and internal departments;
- Broad knowledge of daily banking products and operations;
- Communication with teams within the department as well as external parties;
- Maintain and improve quality in daily tasks so the customer would receive the best possible service.

Requirements:

- Knowledge in Danish language;
- Fluent English both in speaking and writing;

- University Education degree;
- Ability to process large volumes of tasks with high attention to detail and to work in stressful environment;
- Goal orientation;
- Helpfulness and willingness to work in a team.

If you are interested, please send your CV to : Dovile Sersniovaite

dovile.sersniovaite@danskebank.lt

Confidentiality guaranteed. Only selected applicants will be informed.