

Mizuho Financial Group, with its Head Office in Tokyo, Japan, is one of the largest financial institutions in the world, offering financial and strategic services through its group companies, which include Mizuho Bank and Mizuho Securities. As the largest financial institution in the Mizuho Financial Group, Mizuho Bank works globally by providing an effective and multifaceted range of comprehensive financial services. The extensive global footprint encompasses nearly 120 offices in nearly 40 countries and territories in Europe, the Middle East and Africa, Asia and the Americas.

Mizuho Bank's extensive corporate finance solution is primarily geared towards meeting our clients' long-term and short-term financial planning and the implementation of financial strategies. In collaboration with several Mizuho Group companies, we provide a wide range of corporate financing services to major international corporations, financial sponsors, public sector entities or other companies. At the same time, our global reach gives clients access to integrated capital markets and lending capabilities for more flexibility, efficiency and funding sources.

For the Credit & Customer Relations – Business Front Team (CCR-BFT) in Dusseldorf, we are looking on a temporary basis for a

### **Customer Service/ Support Member (m/f/d)**

#### **Job Responsibilities:**

- Provide superior customer relationship management support and customer communication through the entire customer lifecycle from onboarding to account closure
- Process front side operations accurately and in a timely manner
- Drive change in projects and by continuous improvements of the daily work
- Daily inbound and outbound communication with customers in order to promote bank products and explain detailed procedures as well as negotiate interest rates/ exchange rates/ fee conditions of bank products
- Handle all processes of the CCR-BFT team to process bookings, information changes, etc. and create detailed workflows with instructions to back office
- Act as checker in the daily operational processes
- Liaise with back office in case of special requests or trouble shooting
- Check and process incoming customer documents on paper and digitally
- Handle all necessary reporting or Ringi processes that are needed for CCR - related processes (daily, monthly, weekly) if any
- Support RM or other departments as specialist for customer communication and front side operation
- Translation of transaction materials between English/ German/ Japanese
- Proactively consider own working process and identify areas that need improvement and develop proposals how to improve processes and work instructions
- Other matters that may be requested by Supervisor from time to time

**Your Profile:**

- Minimum Bachelor or equivalent level of qualification
- Language skills in Japanese, German and English (Business Level)
- Working experience in banking business
- Outstanding communication skills
- Very cooperative and a strong team-player
- Good ability to coordinate and structure multiple tasks
- Coping well with pressure and deadlines
- Adapting well to change
- Highly customer-oriented
- Good command of MS-Office

If you would like to contribute to Mizuho Bank, please send your application documents in English language and only with pdf attachments to [germany.jobs@mizuhoemea.com](mailto:germany.jobs@mizuhoemea.com).

Our data protection information for applicants can be found here:

[https://www.mizuhogroup.com/data\\_protection\\_information\\_for\\_candidates.pdf](https://www.mizuhogroup.com/data_protection_information_for_candidates.pdf)