

Digital Officer

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Company: Puilaetco

Location: Bruxelles

Category: other-general

Purpose of the Job

Puilaetco - A Quintet Private Bank is a leading private bank in the wealth management sector; we are committed to our clients and their families, and pride ourselves on our personalised service based on a deep understanding of what clients want to achieve. Compared to others, we are small (<2,000 employees across 50 European and UK locations) with an ambition to stay true to our purpose to be the most trusted fiduciary of family wealth.

When you join Quintet you are joining a company that values diversity of background, equal access to opportunities, career development, collaboration and inclusiveness. We want our employees to feel proud of being part of a company that is committed to do the right thing. You will have the opportunity to grow your career while developing personally and professionally through various resources and programmes.

As a Digital Officer within Puilaetco you will play a pivotal role in promoting & supporting the digital adoption, translating our digital strategies into concrete initiatives to enhance client experiences and operational efficiency.

You will be a key actor in client satisfaction, work closely with various teams across the bank to implement digital solutions, analyse data and contribute to the development of innovative digital services.

Key Accountabilities

Customer Care & User Support on new e-services

Provide frontline support to clients via various digital channels including email and phone,

addressing inquiries related to digital solutions, account access, and technical issues

Assist clients in accessing, navigating digital platforms, offering guidance on account setup and troubleshooting common issues.

Propose standard parameters on e-devices to ease utilization of new e-features

Detect learning & development needs of the Front in dealing with digital tools to give optimal support to (changing) client needs.

Onboard clients to new digital solutions to make sure they live a positive first experience

Monitor client satisfaction

Challenge way to operate client support with new ideas to make it more effective and efficient

Change Champions Front office

Give input to Management layer with regards to market and/or personnel needs to influence the digital development calendar in close collaboration with front office and business development

Give input to Business Owners to adjust existing tools or to offer valuable features

Develop adequate on-the-job training (e-learning, material/guides, demo's, ...) to deal with shortfalls in knowledge or digital skills of sales staff,

Organize & give work floor support to front users in the assigned region/ offices

Provide input on Front Office training requirements: follow training provided by Group on new features involving the front office or the clients

Monitoring of e-activities: set-up a client cartography to track and analyse the usage of e-services and propose to project managers

Review, test and challenge digital solutions expected to be deployed for Puilaetco

Enable and foster banker's mobility and paperless client meetings ...

Monitoring of digital/e-activities

Define appropriate actions based on analysis results

Participate with and provide input to the Group Digital and Local Management for future evolutions based on the analysis results

Client Conversion

Develop commercial pitch adapted to the launch of new features

Develop client support programs to ensure adequate use of latest digital tools & achieve client conversion targets: helpdesk, hands-on workshops & seminars, online training tools (guides, video's, ...)

Proactive contact with clients to boost adoption and usage of new e-services (in close collaboration with CA's and CAA's)

Knowledge and Experience

Business related academic background (Marketing, Communication, Economics, IT...)

Experience in giving client support as well as on-the-job training

Relevant experience in Client service, digital transformation initiatives and/or digital support

Relevant work experience in the banking sector (by preference in Private Banking) is a plus

Attributes and Qualities

Excellent communication & interpersonal skills with ability to collaborate effectively with diverse teams

Client centric (internal & external)

Problem solving attitude and attention to details

Strong communication skills, with the ability to effectively articulate complex technical concepts to non-technical audiences

Digital minded

Entrepreneurial

Structured, positive approach to deal with other's shortcomings

Result & service oriented

Ability to multitask and prioritize tasks in a fast-paced environment

Capable to work cross functional

Embracing and supporting change initiatives

Team player attitude

Interest for digital solutions and its development is a plus

Technical Skills

MS-Office (, Excel, PowerPoint)

Languages Skills

Fluent in Dutch and French

Proficient knowledge of English

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