

# Operation Officer – F/M

## OUR COMPANY

Birdee provides a 100% digital investment management solution directly to retail consumers (direct B2C) or through 3rd partnerships (indirect B2C) on a Web platform and on mobile devices.

Through a user-friendly interface, each investor can select one or more portfolios that match their profile. They can also get a regular follow-up of the evolution of their investments.

Birdee offers an online savings management solution for the general public. With Birdee, you can invest your money with just a few mouse clicks, without needing to have a large sum of money or any financial knowledge.

Birdee is a robo-advisor developed by Gambit Financial Solutions, a fintech company that provides investment advisory solutions and risk management tools for financial institutions in France, Belgium, Luxembourg, and Switzerland.

A majority stake in Gambit has been taken by BNP Paribas Asset Management in December 2017. Today, Gambit Group employs more than hundred people and continues to expand internationally.

For further information, please visit [www.birdee.co](http://www.birdee.co).

**As part of its development, Birdee is currently seeking  
a Junior Operations Officer – Client Relationship Officer**

## YOUR MAIN RESPONSIBILITIES

- Responsible for the day-to-day management of client queries and cash transactions received from our clients
- Verify client instructions
- Monitoring cash transactions of customers
- Follow-up of orders
- Follow-up of the operations carried out by the custodian bank
- Custodian and insurance companies relationships management
- Provide support to all other business units
- Provide excellent customer service in order to build and maintain strong relationship with customers
- Conduct regular operational reviews

- Deliver relevant reporting to the Compliance and Executive committees and other analysis as required
- Comply with internal procedures, industry rules and regulations

## PROFILE AND REQUIREMENTS

- Bachelor's or Master's degree in business, finance or equivalent skills
- 1-3 year's experience within the finance or banking sector
- Understanding of Luxembourg regulations
- Excellent written and oral French and English language skills
- Good level in Dutch
- Any other foreign language would be an advantage
- Insurance knowledge is a plus
- Customer/Client Focus
- Ability to work within a team environment
- Effective analytical skills
- Good planning and organizational skills
- Effective problem-solving skills

## INTERESTED ?

What about building our futures together, with enthusiasm and engagement?

If your skills meet our requirements, please send your application to

[jobs@birdee.co](mailto:jobs@birdee.co)