

## Internship Client Service Managers - M/W

### Your environnement:

Société Générale Securities Services (SGSS), the Securities Business Line of Société Générale Group is one of the first Administrators and Custodians of Undertakings for Collective Investment (UCIs) in Luxembourg. It offers a full range of Securities Services to institutional clients: Cash Management, Custody and Depositary Bank services, Fund Administration and Asset Servicing services and Transfer Agency services.

### Your role:

- You will be part of the “Client Service Managers” team, covering support to Client Service Managers in charge of UCITS clients and following transversal projects.
- You will contribute to the support of our long-term relationships with our clients and internal partners.
- We require you to be inquisitive, to suggest new solutions to improve the quality of service delivery.
- You will have to actively listen in order to understand the precise requirements of our internal partners and clients.
- You will report directly to the manager of the team.

### Main responsibilities:

- Actor of the digitalization of CSM process (Perception Survey, client requests)
- Support on operational procedures documentation (SLA, Information Memorandum)
- Maintenance of static data's
- Support and help organizing client service review meetings
- Support on some audit requests
- Participate to due diligences
- Front clients under the supervision of CSMs

### Required profile

- Master's degree: BAC+4 (preferably in Business school);
- Strong French and English knowledge
- Knowledge of the UCIs industry
- Previous experience in bank industry would be highly appreciated
- Self-driven and able to work independently
- Good communication skills
- Teamwork skills

### Your internship:

- Duration: 6 months minimum; full-time Internship
- Desired starting date: October 2022
- Internship agreement needed.

### Why join us

Société Générale Luxembourg is a multi-category bank offering every employee the possibility to have several careers in a professional career path. Internal mobility and training are two core areas we focus on, in a dynamic, prosperous and evolving context.

### Business Insight

We offer our employees a working environment adapted to the evolution of the business lines; this translates in two key words: remote working & agility (depending on the department). Our unique geographical location in the

heart of the City Centre and close to the Luxembourg City train station allows our employees to benefit from the advantages of a European capital.

“Building together, with our clients, a better and sustainable future through responsible and innovative financial solutions”. Our CSR strategy is at the heart of our DNA and the Group wishes to position itself as one of the key players in the fight against climate change by supporting customers in their energy transition. In Luxembourg, our international environment offers us tremendous diversity within our teams, for which we guarantee equal opportunities. Our open-innovation lab #Leplateaulux, in connection with the Luxembourg innovation ecosystem, allows our employees to benefit from proximity with external start-ups and internal project developers.

Société Générale Securities Services (SGSS), the Securities business line of Société Générale Group, is one of the main Administration and Custody actors for mutual funds in Luxembourg. We offer a complete range of services for institutional clients: liquidity management, compensation, depositary and conservation services, funds administration and asset servicing, transfer agent and issuer services.

Our Recruitment process:

The short-listed candidates will be invited to perform a reasoning test, a personality questionnaire and to one or more face to face interviews in order to discuss about their experience, skills and values. In order to finalize the recruitment process, the selected candidate will have to present a certain number of supporting documents before his integration (copy of diplomas, proof of previous jobs, and possibly an extract of the criminal record (bulletin n ° 3 for the Grand Duchy of Luxembourg).

We are an equal opportunities employer and we are proud to make diversity a strength for our company. Société Générale is committed to recognizing and promoting all talents, regardless of their beliefs, age, disability, parental status, ethnic origin, nationality, sexual or gender identity, sexual orientation, membership of a political, religious, trade union or minority organisation, or any other characteristic that could be subject to discrimination.