

CUSTOMER SERVICES OFFICER BNP PARIBAS 3 STEP IT

CONTEXT

BNP Paribas Leasing Solutions and 3 Step IT have agreed to create a European strategic alliance with the ambition to provide complete, sustainable, technology lifecycle management solutions internationally. This service offer, deeply rooted in the circular economy, will meet organizations' demands for more flexible and sustainable product as service solutions.

This alliance will be effective in the 20* European countries where each of the partners operates, as part of a partnership developed under the name "BNP Paribas 3 Step IT". Within the partnership, a joint venture operation will trade in 11 countries, starting in France, Italy, Germany, Belgium, the Netherlands and the United Kingdom.

BNP Paribas Leasing Solutions is a European leader in financing professional equipment. It has been active for more than 20 years in the rental and lifecycle management market. Its technology equipment services have been available in France and Italy. The partnership with 3 Step IT enables this business to expand internationally and to strengthen its re-marketing capabilities at the end of the contract.

3 Step IT is a technology life cycle management specialist. It is a leader in northern Europe, with headquarters in Helsinki. Its services include funding the acquisition and management of technology (usually IT devices), and then refurbishing and remarketing them. This partnership enables 3 Step IT to expand into other countries, notably in Western Europe, where BNP Paribas Leasing Solutions is present.

The alliance between BNP Paribas Leasing Solutions and 3 Step IT confirms a joint ambition to become a leader in the field of finance and product as a service solutions for technology equipment in Europe.

The plan is to take a lead in promoting the circular economy with services that help maintain equipment in use, and recondition returned equipment for resale to extend its life.

BNP Paribas 3 Step IT in BENE

BNP Paribas 3 Step IT will launch its activities in The Netherlands and Belgium in March and in May. To develop its business in The Netherlands, BNP Paribas 3 Step IT will mainly focus on direct business and partnerships. In Belgium a strong partnership with BNP Paribas Fortis will be set up as well.

The BNP Paribas 3 Step IT deals will be funded by BNP Paribas Leasing Solutions (TS) in The Netherlands and by BNP Paribas Leasing Solutions (TS) and ES Finance (BLS) in Belgium. To ensure the development of the business, a dedicated sales team will be put in place in both The Netherlands and Belgium. The activities will be managed in the Business Support department of TS.

CUSTOMER SERVICE OFFICER POSITION

To ensure the quality and provision of Technology Lifecycle Management services provided BNP Paribas 3 Step IT to its customers and to administer and process the flow of business in an efficient, accurate and timely manner so as to ensure the customer's expectations and requirements are met.

The role will involve close and regular liaison with colleagues in BNP Paribas 3 Step IT sales team and operations teams (Underwriting, Pay Out and Customer Support) of BNP Paribas Leasing Solutions (TS) and BLS (in Belgium). In addition, it will entail frequent contact with the Company's customers, suppliers, introducers of business and funding partners, mainly by email and telephone.

MAIN KEY ACTIVITIES

Acquisition

- Work with BNP Paribas Leasing Solutions, ES Finance (Belgium) or (exceptionally) other funders, to gain credit lines for all new customers
- Enter the relevant data on the credit line and for the Technology Lifecycle Management Agreements to BNP Paribas 3 Step IT's system and perform periodical checks on the used amount of the credit line
- Check the information entered by the Sales in relation to Technology Lifecycle Management Agreements for all new customers, and send out agreements to the customer for signing
- Working in conjunction with the sales person to gain the signed Technology Lifecycle Management Agreements back
- Checking the signature, and that all relevant paperwork, including KYC documentation, has been completed fully and correctly
- Set customer up on Asset IQ, our lifecycle management portal
- Load supplier invoices into to the Company's ERP
- Gather, organise, prepare and communicate all information required in order to produce customer Lease Schedules and acceptance of deliveries
- Send out Lease Schedules for customers' approval in Asset IQ
- Call customers in regards to Lease Schedules that have been sent and make sure that they have been received, obtain guidance back from customers when they will be approved and in case of signing by manuscript sent back to us
- Check returned Lease Schedules from customers and ensure that all necessary documentation has been received and is correct (e.g. sale and leaseback certificates) and prepare transactions for supplier pay out
- To validate and perform the supplier pay out, when prepared by another Customer Services Coordinator.
- Assist with selling of the assignment deals to funding partners

Contact & coordination

- Operate as first point of contact for customer assistance and receive, handle, advise/resolve or escalate service requests and changes related requests to the service process, services, and invoices utilizing the tools provided by the Company
- Coordinate any mid-term changes to the lease agreements (including terminations, insurance events, transfers) together with the funder and the customer on the other hand and raise invoice for any such mid-term change

Replace

- Train the customers in the use of our Asset IQ lifecycle management portal in relation to the end of lease section and work with them to show how they can choose end of lease terms
- If required, negotiate end of lease terms with the customers, when they move into the extension period of their lease.
- Arrange for extension rental/buyout/damage billing invoices to be sent out to the customer
- Liaise with the Customer to agree on the pick-up dates for the devices to be returned and arrange inbound transportation to the remarketing centre or logistics hub
- Perform matching of the returned devices vs. what should have been returned and liaise with the customer to correct the data in Company's ERP
- Liaise with outsourced trade sales teams and leasing sales teams for pricing arrangements for end of lease buyout
- Update our Company's ERP at each stage on the extension period, closing off each extension period when it has ended
- Work with the buyback sales team to obtain customer details, for any buyback orders that have closed, and then load this data into Company's ERP to set up a transportation order
- When the assets have been received, data wiped and the buyback sales team have priced the assets in the Company's ERP, arrange for the purchase order, the service charge invoice, and the data erasure report to be emailed out to the customer.
- Follow up the customer for the invoice if this has not been received within 7 working days, and continue chasing till receipt
- Once invoices have been received from the customer make sure these are loaded against the correct buyback order number so that payment can be made to the customer, and then move the buyback order to closed status within the NS4 System

Invoicing and collection

- Raise quarterly customer Invoices for delivery time rental, service fees and end of lease payments
- Daily contact with customers by telephone, email and letter to negotiate payment on any delivery term rental, extension rental, buyout, damage billing or other service charge invoices past due date
- Effectively handling inbound and outbound collections call and to respond to all customer enquiries in an efficient and courteous manner
- Accurate maintenance of internal systems with an emphasis placed on comprehensive call summary notes

General

- Reports hierarchically to Sales & Underwriting Manager TS.
- Work with other team members to keep the pipeline report updated for the periodical pipeline calls
- Help Sales with the up keep of the customer CRM records
- To process and distribute as appropriate each days incoming post
- For own area of work, take responsibility for service standards to all customers, introducers and suppliers and to respond to their complaints in a quick and efficient manner
- To co-operate with sales and administration colleagues on an as necessary basis to assist with daily work flow
- To advise on, and implement where necessary, new processes and procedures that enhance the current operations of the business
- Comply with all internal company procedures and standards while maintaining service levels
- Comply with all relevant external legislation including regulation on Anti-Money Laundering and Data Protection
- To undertake any other duties as specified from time to time in accordance with business requirements

COMBINED ACTIVITIES

BNP Paribas 3 Step IT BENE starts as a greenfield. As this new business starts from scratch in both countries, this will impact your activities in the beginning.

BNP Paribas 3 Step IT will be your main and priority activity, but it might not be a full time activity. Therefor you might be asked to fulfill :

- Tasks linked to the regular (vendor) activity within the Business Support department.
- Be the backup of your colleague in Belgium or The Netherlands. Both Customer Services Officers in The Netherlands and Belgium will be each other's back up.

COMPETENCES AND SKILLS REQUIRED

- Experience of working in a role involving external customer service/ sales support would be an advantage
- A good understanding of BNP Paribas Leasing Solutions' business, way of working, and tools (SIEL) is an advantage.
- Eager to discover and invest in a new activity and adopt its operating model and learn in detail the IT tools of BNP Paribas 3 Step IT.
- Experience of working in a financial services environment would be an advantage

- Excellent communication skills in local language(s) and in English – both verbal and written
- A clear understanding of the importance of always projecting a positive, professional and friendly impression and an appreciation of the need of the Company to place a strong emphasis on giving good service at all times
- The ability to manage a varied workload
- The ability to work at a quick pace, accurately and effectively whilst working to tight deadlines in what will often be a pressurised environment
- To be able to prioritise duties in such a manner that both internal and external expectations are achieved
- Must adopt a pro-active style of work, taking responsibility for all issues/tasks within remit and capability, without automatic referral to line management
- Strong numeracy skills
- Excellent attention to detail
- Must be committed to and demonstrate Company values particularly relating to levels of integrity, professional approach and teamwork

On joining the company you will attend a Company Induction which will introduce you to the different areas of the business and what they do.

Have regular performance reviews with your manager; this will include end of probationary review and regular ones.

You will be expected to complete annual online Compliance training modules via My Development, our online training platform and will continue to receive on the job training throughout your career.

3 Step IT is a Finnish forerunner in the field of IT device lifecycle management, with an international operating history of more than 20 years. Our service portfolio helps customers manage IT devices from financing to use and renewal in a cost-efficient manner, that is transparent and ecological. We are a fast-growing and internationally expanding company, with revenue of 676 million euros in 2018. We have affiliates in 10 countries and some 400 employees. For more information about us, visit www.3stepit.com

As the European leader in asset finance, BNP Paribas Leasing Solutions supports the growth of its clients and industrial partners by offering rental and finance solutions for their professional equipment. At the heart of the usage economy, we provide businesses with the flexibility they need to remain competitive and grow in a sustainable way. Our 3200 employees support our clients and partner's growth by providing them expert advice and more and more digitalized user journeys. In 2018, we financed 357,000 projects for a total volume of 13.5 billion euros in 18 countries, in Europe and also China, the United States and Canada. For more information about us, visit www.leaseingsolutions.bnpparibas.com.