



HELLENIC REPUBLIC
MINISTRY OF EDUCATION AND
RELIGIOUS AFFAIRS-----
STATE SCHOLARSHIPS FOUNDATION
(I.K.Y.)
DIRECTORATE FOR SPECIAL
PROGRAMMES
AND INTERNATIONAL
SCHOLARSHIPS
UNIT FOR EUROPEAN UNION
PROGRAMMES



Πρόγραμμα
δια βίου
μάθησης

ERASMUS Placement Offer Form

EMPLOYER INFORMATION	
Name of Organization	National Bank of Greece SA
Address	86 Aiolou str
Postal Code	10232
City	Athens
Country	Greece
Telephone	+30 210 3341000
Fax	+30 210 3341076
e-mail	HRstrategy978@nbg.gr
Website	http://www.nbg.gr
Number of Employees	9,777 (as of 31/3/2014)
Year of Foundation	1841
Contact Person	Siarkou Katerina
Department/Function	Group HR Strategy Division

Direct Telephone Number	+30 2103341047
Direct Mobile	+30 6970008243
Direct e-mail address	SIARKOU.AIK@nbg.gr
Short Description of the Company (Please attach profile of your company, max 1 page)	<p>National Bank of Greece is one of the largest banking groups in the country, with diversified activities in all key financial sectors. With total assets of €111 billion, NBG Group employs c. 37,600 staff in Greece and abroad.</p> <p>The domestic network is comprised of 540 branches and 1,396 ATMs. Outside Greece, NBG Group is active in 12 countries via 1,235 banking units. Activities are conducted through 9 subsidiary banks in Turkey, Bulgaria, Romania, F.Y.R.O.M., Serbia, Albania, Cyprus, South Africa and Malta. NBG also runs branches in Egypt and the U.K. and a representative office in Australia.</p> <p>NBG implements a corporate social responsibility program, highlighting its commitment to the community. Its contribution consists of a broad range of sponsorships and funding in the areas of culture, science and research, sports and the environment. The group holds the 148th place among the Top 1,000 banks in the world for 2013, according to "The Banker-Financial Times".</p>

PLACEMENT INFORMATION	
Number of positions offered for student placement	20 (Customer Service Representative- <i>Shift Work</i>) The title of the internship position should be clearly mentioned in candidates' application.
In the Department/Function (where the position is offered)	e-Business & Alternative Channels Division Contact Center
Description of activities the student will be involved in	<p>The Customer Service Representative serves NBG Group external and internal customers, mainly over the phone but also via all multimedia channels (web chat, email, social media, fax) and i-bank stores:</p> <ul style="list-style-type: none"> • Provides information on all banking

	<p>products (cards, accounts, loans, insurance), handles customers' requests and resolves problems according to the defined procedures</p> <ul style="list-style-type: none"> • Performs banking and brokerage transactions over the phone • Secures blocking of lost/stolen cards • Assists and guides Internet/Mobile Banking users • Supports promotional and anti-attrition activities via inbound and outbound calls • Handles customers' complaints
Duration	12 months
Working Hours/Weekly Hours	<p>37 hours / week in morning or afternoon shifts (until 8.00 p.m. the latest) Monday – Thursday: 7.5 hours Friday: 7 hours</p>
City	Athens (125, Thessalonikis Str., Moschato)
Help with finding Accommodation	No
Financial Contribution	Yes: €400/month
Other - Estimated Commencement Date:	1/9/2014

REQUIREMENTS

Study Field	<p>Undergraduate or postgraduate studies in one of the following fields :</p> <ul style="list-style-type: none"> ○ Finance & Banking ○ Information Technology <p>A university transcript / document presenting candidates' average grade up to date should be attached to their application.</p> <p>In case of a postgraduate student, a university transcript / document presenting candidate's undergraduate degree grade should also be attached.</p>
Oral and Written Language Skills	<ul style="list-style-type: none"> • Greek (level: C2) • English (level: C2) <p>Second foreign language spoken in the EU (desirable)</p>
Computer Skills	<p>Full competency in Windows, MS Office Experience in multiple Internet Browsers</p>

	Experience in banking systems (desirable)
Drivers license	No
Other - Additional Selection Criteria:	<ul style="list-style-type: none">• Customer service orientation• Effective communication skills (verbal and written)• Availability to work in morning or afternoon shifts (until 8.00 p.m. the latest)

Place: Athens

Date: 16/4/2014

Signature _____

