



Join our team!

Arval (Schweiz) AG is fully owned by BNP Paribas, specialises in full service vehicle leasing. The company offers its clientele of professionals, SMEs, and large international companies tailor-made solutions to provide optimal fleet solutions. Arval has more than 6,400 employees in the 29 countries where it operates. Arval is present in Switzerland since 2001 with two locations in Cham (ZG) and Gland (VD)

At Cham we are currently looking for a highly motivated, dynamic and focused

Operational Risk & Quality Specialist (100%)

Operational Risk's Tasks

- Deployment of the BNPP Group's internal control standards, dissemination of a culture of operational risk control
- Identification and assessment of the risks, identification of the key processes, maintenance of risk cartography, performance of risk assessment with the process owners
- Localization or extension of the generic control plans, definition and implementation of specific controls , analyze of the results of the controls, contribution to the definition of corrective and preventive actions plans and follow up, provide advice and recommendations related to controls included in entity's control plan
- Collection of historical incidents - identification, valuation and recording of incidents - support root cause analysis, contribution to the definition of action plans, follow up in order to formally close incidents
- Organization of procedures management, definition of the needs in terms of procedures, coordination and support to the formalization works, validation, distribution of documentation
- Implementation of the fraud prevention system, contribution to the fraud cases investigations
- Cooperation with internal and external auditors on issues related to risk management
- Definition, implementation and maintenance of the Business Continuity Plan

Quality & Customer Care Tasks

- Define concrete actions to deliver outstanding service quality to customers and drivers.
- In alignment with the One Arval standards and processes, coordinate and measure the success of operational tools dedicated to measure the satisfaction about the services delivered by Arval: customer satisfaction surveys; driver satisfaction surveys and complaint management.
- Produce regular reports related to Quality Management to the management and to all employees

Profile

- Bachelor in Business Administration preferably with specialization in risk management, risk control or audit and several years of experience in complex organizations
- Capability to handle multiple assignments and competing priorities and ability to work to deadlines
- Strong analytical, organizational and problem-solving skills
- Advanced MS Office Skills (literally Excel and PowerPoint)
- Excellent communication and presentation skills in German and English, French would be desirable
- Entrepreneurial thinking, intercultural skills and discrete and ethical behavior

Perspectives

- We are offering an interesting challenge with a wide range of tasks in a dynamic and future-orientated job environment with possibilities for personal development
- You will meet a young, dynamic and energetic company with advanced conditions of employment and interesting benefits
- Flexible working time, modern workplace and more attractive incentives

Interested? We are looking forward to receiving your application including motivational letter and photo by email.

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