



# Operations Management

The Operations & Country COOs hub has worldwide responsibility for managing operations dedicated to the Crédit Agricole CIB's corporate and investment banking activities. It is also hierarchically in charge of the country Chief Operating Officers (COOs) in the international network.

## Operational quality

Continuous improvement

Client service

Coordination

Transformation

Worldwide management



**21** countries

**1,900** employees



including **42%**  
in our international network

## BUSINESS LINES

**FINANCING  
& TRADE  
OPERATIONS  
(FTO)**

Gathers the functions of processing and controlling financing and trade transactions.

**TRANSACTION  
BANKING  
OPERATIONS  
(TBO)**

In charge of commercial banking activities and payment processing for corporates and financial Institutions.

**CAPITAL  
MARKETS  
OPERATIONS  
(CMO)**

Regroups the operational functions of processing and controlling middle and back office for capital markets transactions.

**GLOBAL  
REFERENTIAL  
MANAGEMENT  
(GRM)**

Is responsible for managing the Bank's major cross-functional reference systems and related processes.

**OPERATIONS  
STRATEGY  
& INNOVATION  
(OSI)**

Responsible for strategy, innovation and contributes to transformation projects of the department.

**ORGANISATION  
& PROJECT  
MANAGEMENT  
(OPM)**

In charge of steering strategic and regulatory projects.

**GENERAL  
SECRETARY  
(GSE)**

Ensures the financial trajectory, activity monitoring, internal communication, human capital and operational risk management.

**INTERNATIONAL  
COO (ICO)**

Ensures the integrity and efficiency of the international network's operations, and acts as coordinator between the local and HQ-based support teams.

## Some of the positions we offer



### MARKET MIDDLE OFFICE ANALYST

You ensure transactions are properly recorded (rates, equities, foreign exchange, cash) during their whole life cycle to guarantee their accuracy and completeness.

Your missions:

- ▶ to make sure transactions are properly recorded in origination systems;
- ▶ to manage any event in the life cycle of a transaction (changes, early repayment, fixings, etc.);
- ▶ to manage and follow requests concerning discrepancies sent by other control teams;
- ▶ to assist origination and sales teams with any specific request.

### LOAN BACK OFFICE ANALYST

You are in charge of processing and controlling specialised financing transactions with Large Corporate clients and Institutional clients, serving all the Bank's and Crédit Agricole Group's business lines.

Your missions:

- ▶ to manage a portfolio of files with origination and Middle office teams and related support functions;
- ▶ to analyse loan agreements, security agreements, and bank syndicate agreements as soon as the signed contract is received, and control conditions precedent are fulfilled;
- ▶ to model and register the financing in the loan management software;
- ▶ to ensure the administrative and accounting management of transactions, and relations with all parties involved.

### KYC ANALYST

You manage and control KYC (Know Your Customer) files and deal with related compliance issues.

Your missions:

- ▶ to support business lines in setting up KYC files by creating part or all of these files and conducting related controls;
- ▶ to send "sensitive" files to the Financial Security division;
- ▶ to process and manage alerts (sanctions, politically exposed persons, analysis of post trade flows) in anti-money laundering/anti-terrorism tools.

### PROJECT MANAGER ANALYST

You are in charge of steering and supporting projects linked to information systems, organisations, regulatory changes or to the Bank's transformation.

Your missions:

- ▶ to write statements of needs and formalise workflows;
- ▶ to optimise business line processes;
- ▶ to follow and support the Bank's IT / regulatory / transformation projects;
- ▶ to take part in coordinating between the international network and the various head office departments.

### CANDIDATE PROFILES

- ▶ University / Business School
- ▶ Knowledge of finance products
- ▶ Good command of Office software
- ▶ Ability to analyse and summarise, precision
- ▶ Sense of customer service
- ▶ Ability to work as part of a team, be independent and work quickly
- ▶ Ethics & compliance
- ▶ Fluent English



## The + points



**Working closely with the various business lines and their clients**

**Overall vision of the Bank's activities**

**Varied and educational projects**

**Teamwork with high added value**

**Significant international aspect**

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