



Complaints Manager (Payment Services & Cards)

Location: **Brussels**

Are you ready to take your career to the next level?

Do you thrive in environments that challenge and inspire you?

Would you like to grow within a team that values both excellence and enjoyment at work?

ABOUT ELMEA CONSULTING

Elmea Consulting, a brand of Taleo Consulting, is a life sciences consulting firm supporting healthcare companies from innovation to market.

DEVELOPMENT

From proof-of-concept to licensing, we guide our clients through each stage of development, ensuring efficient, science-driven, and regulatory-compliant pathways.

PRODUCTION

We help healthcare organizations accelerate market access while maintaining the highest standards of quality, safety, and regulatory compliance.

What Will You Do?

At Taleo Consulting, we believe that **our growth starts with our people**. When our consultants thrive, so do our clients.

Motivated, curious, and passionate professionals make a real impact, not only on their own careers but also on the success of the organizations they support.

We're looking for individuals who **embody our values** and help us foster strong, trust-based relationships with both our **clients** and our **teams across the globe**.

Our success is built on the **talent, collaboration, and commitment** of our people and we're now looking for a **Complaints Manager** to join our journey.

- **Position Overview**

We are looking for a **results-driven and stress-resistant professional** to join our dynamic team as a **Complaints Manager**. In this role, you will be responsible for managing **your own portfolio of customer complaints from start to finish**. You will analyze and evaluate complaint files and collaborate closely with internal departments within the bank to deliver solutions aligned with the bank's strategy and policies.

How do we imagine our future Complaints Manager?

Key Responsibilities

- Manage a portfolio of complaints end-to-end, ensuring timely and high-quality resolution
- Analyze, investigate, and assess complaint cases related to payment services, cards, and fraud
- Communicate effectively with internal stakeholders and other departments to identify and implement appropriate solutions
- Maintain regular customer contact via email and phone, providing clear and professional communication
- Ensure compliance with internal procedures, regulatory requirements, and the bank's strategic guidelines
- Contribute to continuous improvement by identifying recurring issues and proposing corrective actions

Required Skills & Competencies

- Strong analytical skills with attention to detail
- Ability to work autonomously and take ownership of cases
- Client-oriented mindset with excellent communication skills
- Result-oriented and able to perform well under pressure
- Stress-resistant and capable of managing multiple priorities

Experience & Knowledge

- **Banking experience:** minimum 3 years (medior level)
- **Payment Services (including cards):** 3 years (medior level)
- **Cards:** 3 years (medior level)
- **Fraud handling:** 2 years (junior level)
- **Customer contact** (email & phone): 2 years (junior level)
- Solid knowledge of **Microsoft Office tools**

Profile

- Proactive and solution-oriented
- Strong interpersonal and communication skills

- Comfortable working in a fast-paced banking environment

We attract top talent and empower them with the right environment to excel and drive collective success.

Why should you join us?

By joining Taleo, you'll become part of a **talented, international, and dynamic team**. You'll benefit from **real career growth opportunities**, continuous learning, and the chance to build **long-lasting relationships** across borders and industries.

If you recognize yourself in this description and are ready to grow with a company that values ambition, collaboration, and excellence, let's connect.

Share your CV and take the next step in your journey with Taleo

