



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?

Taleo Consulting is an international management consulting group with offices in **France, Luxembourg, Belgium, The Netherlands, Switzerland, Spain, Singapore, Portugal, and Italy.**

We've grown into a team of **450+ talented professionals** across **10 offices worldwide**, partnering with leading organizations in **Financial, Life Sciences, Retail, and Energy** - Sectors, to drive transformation and deliver lasting impact.

At Taleo, you'll find more than just a job. You'll join a community of ambitious consultants who share a passion for growth, innovation, and teamwork. Together, we create an environment where you can develop your skills, take on new challenges, and truly make a difference.

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 Belfius' strategy and policies.



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

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!

