



**ProCredit. We are an international group of development-oriented commercial banks for small and medium enterprises (MSMEs). We are active in Southeastern and Eastern Europe, South America and Germany. Our overarching goal is to combine a high developmental impact with economic success. This position is based in Frankfurt am Main at ProCredit Holding, the listed parent company of our banking group.**

For our Group Retail team at ProCredit Holding in **Frankfurt am Main**, we are seeking a motivated

## **Card Specialist (m/f/d)**

The Group Retail team in Frankfurt will be responsible to develop, execute and continuously monitor the implementation of the Groups and local ProCredit banks retail banking strategy, driving sustainable profitable growth in each country. The Group Retail team will conduct market research, identify and implement best practice in retail banking covering exceptional customer-centricity, excellent customer service, customer acquisition & retention and digital solution innovation. This role will be crucial in developing a targeted customer's value proposition by regularly monitoring the relevant retail banking KPIs.

### **Your role in our team:**

- Developing and managing retail card products to align with the Group's retail banking strategy
- Coordinating the implementation of card solutions across various countries and local banks, ensuring seamless integration and market-specific customization
- Monitoring and analyzing card product KPIs to identify opportunities for improvement and growth
- Collaborating with cross-functional teams (marketing, IT, operations) to develop customer-centric card solutions
- Identifying best practices in retail card product design, customer acquisition, and retention strategies
- Ensuring that card products meet customer needs and drive satisfaction through exceptional service and support
- Staying up to date with digital innovations to keep card products competitive in a digital-first environment
- Contributing to the development of targeted customer value propositions for retail banking
- Manage and steer relationships with relevant 3rd parties in the Group's card business

### **What we expect:**

- An university degree in business, economics, finance, or a related field
- 3-5 years of experience in retail banking, financial products, or card services
- Strong understanding of customer-centric strategies and retail banking operations
- Experience managing and optimizing retail card products with a focus on customer acquisition and retention
- Knowledge of digital innovation in financial services and the ability to integrate digital solutions
- Excellent communication skills and the ability to collaborate with cross-functional teams
- Strong analytical skills and experience in monitoring KPIs to drive product performance
- A proactive, self-motivated individual with a passion for continuous improvement

### **What you can expect**

- A pleasant and open working atmosphere and an international team
- Flat hierarchies and short decision paths
- Interesting and challenging tasks and cross-team project work
- Great location in the Bockenheim district of Frankfurt am Main
- Company pension scheme
- Deutschland Ticket (country-wide transportation pass valid on regional trams, busses and trains)
- EGYM Wellpass (membership valid at a number of gyms throughout Germany as well as for online fitness courses)
- JobRad (pick a bike and pay a monthly rental fee to the company with the option to buy after three years)

### **Have we caught your interest?**

We look forward to receiving your application documents, including a motivation letter, salary expectation and desired starting date, by e-mail:

**[Jobs-group-retail@procredit-group.com](mailto:Jobs-group-retail@procredit-group.com)**

To learn more about the ProCredit group, please visit ProCredit Holding's website at:

**[www.procredit-holding.com](http://www.procredit-holding.com)**



**ProCredit**  
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