

## **Customer Care Officer, Premier Relationship – Contact Centre Business**

The Customer Care Officer is responsible for handling inbound calls from our Premier customers. The key responsibility of this role is to provide quality services to resolve client's inquiries while identifying cross sell opportunities.

This position may suit a range of different people: you could be just starting on your career journey, looking for a change of career direction, or even looking for a second career in a different life stage.

### **Responsibilities:**

- Provide customer service to Premier customers, address their concerns and provide solutions
- Identify business opportunities and understand their needs and to offer relevant products, services and improve product cross-sell ratio
- Comply with procedures, policies and regulatory requirements to safeguard customers' and the bank's interests

### **Requirements:**

- A pass in five subjects including Mathematics and either Chinese or English in HKCEE or HKDSE or equivalent
- 1-2 years of customer service experience is preferred. Fresh graduates will also be considered
- Fluency in Cantonese and ability to read and write in English is essential. A good command of Mandarin would be advantageous

### **When you join our team, you'll have access to a competitive benefits package, including:**

- Basic salary from \$17,500 with quarterly bonus
- Overnight shift allowance/ Transportation allowance
- 5-day work week, but you should have the flexibility to work on shift duties (including overnight, weekend and public holidays)
- 18 days paid annual leave plus additional leave such as marriage, birthday and maternity
- Employer pension contribution of up to 13% of monthly basic salary
- Medical coverage for you, your spouse and children
- Staff housing loan up to 100% of the valuation or purchase price
- Employee banking services including loans, credit facilities, and credit cards
- Support for acquiring any required job related licenses
- Professional training and development opportunities with a clear progression path

### **Application Deadline**

No Deadline

卓越理財客戶服務主任負責處理滙豐卓越理財客戶的來電諮詢。此職位是為客戶提供解決方案，同時識別銷售機會及轉介相關部門處理售後服務。

這個職位適合來自各行各業的人才，無論您是剛投身社會、轉行或二度就業，即使沒有相關工作經驗，我們也歡迎您加入。

### **崗位職責：**

- 為卓越理財客戶提供高質素服務，解決他們的疑慮，盡力解答客戶查詢並提供解決方案
- 識別商機，了解他們的需求並提供相關產品或服務從而提高產品銷售率
- 遵守銀行相關程序、政策和監管要求，以保障客戶及銀行的利益

### **崗位要求：**

- 香港中學會考或香港文憑試五科及格(包括數學及中文或英文合格)，或具備同等學歷
- 1-2年相關客戶服務經驗者優先。歡迎應屆畢業生申請
- 能操流利廣東話及有良好中英讀寫能力，懂普通話更佳

### **加入我們的團隊，可享受優厚福利待遇，其中包括：**

- 底薪 \$17,500 起，及額外季度花紅
- 通宵工作津貼/ 交通津貼
- 五天輪班工作（於週末及公眾假期工作或有機會通宵工作）
- 18 天有薪年假及額外有薪假 如婚假、生日假、產假
- 最高可達每月底薪 13%的退休金僱主供款
- 醫療保險保障您本人、配偶及子女
- 員工物業按揭貸款，貸款額可達物業估價或售價 100%
- 各種銀行服務及產品的員工優惠，包括貸款、信貸、信用卡
- 支援員工考取工作所需的相關專業資格
- 專業的培訓及各種發展機會

## **Digital Customer Service Officer – Contact Centre Business**

The Digital Customer Care Officer is responsible for handling customer enquiries through various digital platforms and channels. Your role will be to understand customer's enquiries, then respond in writing to offer relevant products, services and solutions that meet their needs.

This position may suit a range of different people: you could be just starting on your career journey, looking for a change of career direction, or even looking for a second career in a different life stage.

### **Responsibilities:**

- Provide quality customer services via digital service channels such as social media and email
- Handle customer inquiries or resolve complaint cases in a timely and professional manner
- Understand customer needs and offer relevant products, services and solutions
- Comply with procedures, policies and regulatory requirements to safeguard customers' and the bank's interests

### **Requirements:**

- Strong written communication skills in Chinese and English
- Proficiency in navigating through multiple digital platforms
- Minimum typing speed of 30 words per minute in Traditional Chinese
- A pass in five subjects including Mathematics and either Chinese or English in HKCEE or HKDSE or equivalent
- 1-2 years of relevant experience is preferred. Fresh graduates will also be considered

### **When you join our team, you'll have access to a competitive benefits package, including:**

- Basic salary from \$17,500
- 5-day work week, but you should have the flexibility to work on shift duties (including overnight, weekend and public holidays)
- 18 days paid annual leave plus additional leave such as marriage, birthday and maternity
- Employer pension contribution of up to 13% of monthly basic salary
- Medical coverage for you, your spouse and children
- Staff housing loan up to 100% of the valuation or purchase price
- Employee banking services including loans, credit facilities, and credit cards
- Support for acquiring any required job related licenses
- Professional training and development opportunities with a clear progression path

### **Application Deadline**

No Deadline

數碼客戶服務主任將透過各種數碼管道與客戶連繫，處理客戶諮詢，積極提供問題解決方案，於必要時轉介至相關的滙豐團隊，並主動地跟進後續情況。

這個職位適合來自各行列各業的人才，無論您是剛投身社會、轉行或二度就業，即使沒有相關工作經驗，我們也歡迎您加入。

### **崗位職責：**

- 透過社交媒體和電子郵件等數碼平台為客戶提供高質素服務
- 處理諮詢，解決客戶的疑慮，盡力解答他們的查詢並及時提供解決方案
- 了解他們的需求並提供相關產品或服務
- 遵守銀行相關程序、政策和監管要求，以保障客戶及銀行的利益

### **崗位要求：**

- 須備良好中文及英文書面溝通能力
- 熟練使用多個電子平台
- 繁體中文打字速度不低於每分鐘 30 個字
- 香港中學會考或香港文憑試五科及格(包括數學及中文或英文合格)，或具備同等學歷
- 1-2 年相關客戶服務經驗者優先。歡迎應屆畢業生申請

### **加入我們的團隊，可享受優厚福利待遇，其中包括：**

- 底薪 \$17,500 起
- 五天輪班工作（於週末及公眾假期工作或有機會通宵工作）
- 18 天有薪年假及額外有薪假 如婚假、生日假、產假
- 最高可達每月底薪 13%的退休金僱主供款
- 醫療保險保障您本人、配偶及子女
- 員工物業按揭貸款，貸款額可達物業估價或售價 100%
- 各種銀行服務及產品的員工優惠，包括貸款、信貸、信用卡
- 支援員工考取工作所需的相關專業資格
- 專業的培訓及各種發展機會

## Customer Service Officer - Wealth and Personal Banking

### Responsibilities:

- Provide quality customer service through accurate and efficient counter transactions, including cash deposit, withdrawal, cheque deposit, fund transfer and etc.
- Meet financial services needs of customers by identifying opportunities and referring them to appropriate bank colleagues
- Ensure smooth branch operation and achieving satisfactory audit rating by meeting all control and service requirements
- Ensure compliance of both general and anti-money laundering and anti-terrorist financing compliance controls in accordance with HSBC or regulatory standards and policies

### Requirements:

- Customer centric mindset with commitment to deliver quality service
- Self-motivated and adaptable to a service environment
- Good interpersonal and communication skills
- Eager to learn with positive attitude
- Strong sense of ownership
- Fluency in Cantonese and English. Mandarin a definitive advantage
- Hong Kong Certificate of Education Examination or Hong Kong Diploma of Secondary Education holder, with a pass in Mathematics, English and Chinese
- Holder of insurance or investment license, preferred but not a must
- Teller experience preferred or customer service experience in mass market or walk in environment

### When you join our team, from day one you'll have access to a competitive benefits package, including:

- 18 days paid annual leave plus additional leave (e.g. marriage, birthday and maternity)
- Employer pension contribution of up to 13% of monthly basic salary
- Medical and life coverage for you, your spouse and children
- Staff housing loan up to 100% of the valuation or purchase price
- Employee banking services including loans, credit facilities, and credit cards
- Progressive career advancement opportunities

### Application Deadline

No Deadline

## 客戶服務主任 - 零售銀行及財富管理業務

### 主要職責：

- 提供優質的分行理財服務: 包括現金提存、支票存入及轉帳等，並確保櫃位交易準確無誤
- 轉介客戶給相關銀行業務的同事，滿足客戶不同的金融服務需要
- 遵守所有監控和服務規定，確保分行運作順暢並達到令人滿意的審核評級
- 遵循滙豐或監管機構的標準與政策，確保符合反洗錢與反資助恐怖主義活動規程

### 入職條件

- 以客為先，致力提供優質服務
- 對工作充滿熱誠且能適應服務行業
- 良好的人際關係與溝通技巧
- 積極主動，熱愛學習
- 責任心強
- 能操流利粵語及英語，懂普通話更佳
- 持有香港中學會考證書或香港中學文憑證書，且數學、英文及中文科及格
- 持有保險或投資牌照為佳
- 有櫃位經驗者或有客戶服務經驗者優先

### 加入我們的團隊，一入職便享有優厚福利，包括：

- 18日有薪年假及其他有薪假期（如婚假、生日假和產假）
- 退休金的僱主供款部分最高可達基本月薪的 13%
- 醫療及人壽保險，保障您本人、配偶及子女
- 員工專享住房貸款，貸款額可達物業估值或售價的 100%
- 員工專享理財服務，包括貸款、信貸和信用卡
- 理想晉升機會