

JOB TITLE: Bank Hall Ambassador

DIVISION: Consumer Banking

UNIT: Consumer Branch

PRINCIPAL ACCOUNTABILITIES:

- Greet and welcome all walk-in customers. To act as the first contact point of customers in a warm and caring manner to ensure their journey satisfactory
- Understand customers' needs and re-direct customer traffic to ensure pleasant customer journey
- Provide guidance to customers on Branch self-serve devices
- Promote and cross-sell general banking products and e-banking platform and services
- Promote and drive the usage of e-Banking and digital channel
- Handle general enquiries / complaints and resolve issues; drive fast and accurate transaction processing to serve customers in accordance with standard procedures
- Provide good after-sales support and logistics as assigned
- Deliver superior quality service to customers and evaluate customer preferences and identify opportunities to enhance customer relationship; refer potential customers to Relationship Manager in the branch
- Comply with the regulatory requirements as well as the internal compliance policies and guidelines including but not limited to anti-money laundering and counter-financing of terrorism

INCUMBENT REQUIREMENT:

- 5 subjects at Grade E / Level 2 or above in HKCEE/HKDSE, including Chinese, English and Mathematics
- 1 year relevant sales or customer service experience is preferred
- Customer centric servicing mind set and excellent communication skills
- A proactive team player with good interpersonal skills
- Good command of Cantonese, Mandarin and English

JOB TITLE: Sales Executive, Sky Center

DIVISION: Consumer Banking

UNIT: Sky Center

PRINCIPAL ACCOUNTABILITIES:

- Achieve sales targets by actively promoting general banking products & services to customers
- Address customer's financial needs and cross-sell consumer banking products via both phone and face to face meeting, e.g. deposit, loan, investment and insurance, etc.
- Handle general enquiries/complaints and resolve issues
- Comply with the established policies and procedures to ensure the safety and security of bank's and customer's asset
- Comply and adhere to bank's AML Compliance procedures, including but not limited to customer due diligence and ongoing transaction monitoring

INCUMBENT REQUIREMENT:

- 5 subjects at Grade E / Level 2 or above in HKCEE / HKDSE, including Chinese, English and Mathematics. Possess IIQE and HKSI qualification is preferable
- 1 year of sales related experience is preferred
- Sales-driven, result-oriented and be able to work under pressure
- Good telephone selling skills will be an advantage
- Good communication skill in English, Cantonese and Putonghua
- Excellent command of MS Word & Excel

JOB TITLE: Relationship Manager Trainee

DIVISION: Consumer Banking

PRINCIPAL ACCOUNTABILITIES:

We provide a comprehensive functional program to high caliber and aggressive graduates who have strong career inspiration in our Consumer Banking business. The Program is tailored to the individual opportunities to help them establish and develop their career in assuming challenging responsibilities as Relationship Manager Trainee. Candidates for the Program must be team players who value diversity and who drive for results. You will be developed as a Personal Financial Services Sales Professionals via:

Intensive and structured classroom training on technical skills and core consumer banking knowledge such as General Banking Products, Insurance Products and Investment Products.

On-the job coaching from our associates and management team on customer services, communications skill and selling skills.

You will gain:-

- A Fundamental understanding of Consumer Banking profession
- Exposure on Insurance and Investment products
- On-going learning and development support for professional and personal growth in sales aspect
- Diverse and progressive career path in our ambitiously growing consumer branch banking
- Fast tracking career path: promote to Assistant Relationship Manager after 6 months (subject to performance)

INCUMBENT REQUIREMENT:

- Degree holder in Business, Finance or related discipline
- 1-2 years of working experience especially in banking industry is preferred
- Completion of IIQE Paper 1 & 3 or HKSI paper 1
- Sales-driven, result-oriented and be able to work under pressure
- Good spoken English, Cantonese and Putonghua
- Good computer skills
- Fresh graduates will also be considered

DIVISION : Consumer Banking

JOB TITLE: Officer, Business Management

PRINCIPAL ACCOUNTABILITIES:

- To support the team to organize and monitoring the progress of ad hoc assignments.
- To review operation documents and computer reports for daily monitoring.
- To assist in collecting and reviewing operation documents during auditor's review.
- To work closely with internal parties for business inquires and daily operation
- Assist to provide the updated and correct operations guideline to consumer branch.
- To prepare meeting materials as required.

EXPERIENCE / KNOWLEDGE REQUIRED:

- 5 subjects at Grade E / Level 2 or above in HKCEE / HKDSE, including English, Chinese and Mathematics
- Operation background with knowledge of banking products for personal and corporate customers.
- Good communication and presentation skills in Cantonese, English and Mandarin
- Good interpersonal and people management skills in ensuring operational efficiency being delivered.
- Excellent command of MS Word, Excel and PowerPoint

JOB TITLE: Branch Sales Executive

DIVISION: Consumer Banking

UNIT: Consumer Branch

PRINCIPAL ACCOUNTABILITIES:

- Provide sales and service support to the Banking Centre, e.g. preparing regular reports and letters
- Promote and cross-sell consumer banking products
- Handle general operations of the Banking Centre to ensure that regulatory compliance and the Bank's policies are strictly adhered
- Perform quality administrative support to the manager

INCUMBENT REQUIREMENT:

- 5 subjects at Grade E / Level 2 or above in HKCEE / HKDSE, including Chinese, English and Mathematics
- 1-2 years of working experience is preferred
- Self-driven and service-oriented
- Excellent interpersonal skills and be able to work under pressure
- Possess HKSI and HKFI qualifications
- Excellent command of MS word & Excel
- Good spoken English, Cantonese and Mandarin