

Job Advert Details

Some careers have more impact than others.

If you are looking for a role where you can continue to make an impression, take the next step at HSBC where your contributions will always be valued.

In Wealth and Personal Banking, we serve 41 million customers globally, including 6.7 million who are international, from retail customers to ultra-high net worth individuals and their families. We help our customers to take care of their day-to-day finances and to manage, protect and grow their wealth. Our international network and breadth of expertise enable us to deliver on HSBC's purpose of opening up a world of opportunity by providing our customers with borderless banking and world-class wealth management through best-in-class, mobile-first capabilities and exceptional people. Our key areas of operations include Retail Banking and Wealth Management, Asset Management, Global Private Banking, Insurance, and Chief Operating Office.

We are currently seeking an experienced professional to join our team in the role of Branch Manager, Customer Service Centre.

Principal Responsibilities

- Manage a portfolio in excess of 75 Premier customer relationships and ensure continuous growth.
- Supporting the branch in all operational task, enabling sales staff to maximize potential sales opportunities.
- Act in liaison with internal departments/ other branches to meet customers' needs and requirements.
- Actively assist to bring in new customers and maintain profitable portfolio.
- Ensuring that sales & operations are undertaken in accordance with Functional Instruction Manual and credit policy manuals appropriating lending guidelines.
- Be updated on compliance and controls and exchange control regulations to safeguard the bank from potential losses.
- Cross sell banks personal banking products and services including digital banking.
- Ensure end to end follow up on requests to provide delightful customer experience.
- Accepting cash deposits and withdrawals and accurate cash handling.
- Handling the Group workflow and imaging System (GWIS) scanning system.

Requirements

- The work location is in Jaffna and will require the candidate to be located in Jaffna.
- Excellent communication skills (written and spoken/ Tamil / English).
- Build respect through fostering honest two-way communication.
- Lead by example and ensure discipline/professionalism at all times.
- Be sincere and take responsibility for your actions.
- Be able to work independently and under pressure, be organized and pay attention to detail.

When applying please submit a full resume.

You will achieve more at HSBC.

HSBC is committed to building a culture where all employees are valued, respected and opinions count. We take pride in providing a workplace that fosters continuous professional development, flexible working, and opportunities to grow within an inclusive and diverse environment. Personal data held by the Bank relating to employment applications will be used in accordance with our Privacy Statement, which is available on our website.