

## 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.

Global Payments Solutions (GPS) is an integral part of our client proposition and employs our global network to capture market share and deliver growth. The business is uniquely positioned to help clients make payments across borders, across currencies and regulations, quickly and cost effectively with dedicated in country and regional support. Our expertise in this area is repeatedly recognized by the industry's most prominent publications and associations with numerous global, regional and country awards.

We are currently seeking an experienced professional to join our team in the role of Client Services Manager.

### Principal responsibilities

- Accountable for delivering Client Service excellence and effectively managing any risks and issues.
- Identification of opportunities and effectively managing the client portfolio to deliver against client promises.
- Identify and introduce service improvements to improve the overall client experience.
- Resolves client service issues and challenges as the final escalation point.
- Identify opportunities to streamline processes, eliminate redundancy, increase revenue, and strengthen relationships.
- Cross selling GPS products and providing superior service support for all GPS solutions.
- Analyze client activities and provide advice and suggestions to clients to improve Generate cross country referrals.
- Generate referrals for other Global Businesses, e.g. Private Banking, GBM, RBWM, as appropriate.
- Keep abreast of external factors influencing international business e.g. economic, cultural, geographical, procedural and regulatory requirements.

### Requirements

- Minimum of 3 years of work experience in the banking industry
- In-depth knowledge of industry standards related to all Cash Management products and services.
- Experience with or knowledge of local regulatory requirements related to Anti-Money Laundering.
- Good level of business acumen and commercial awareness, including economic, cultural, procedural and regulatory issues
- Proven ability to deliver creative and flexible customer solutions with ability to understand a customer's business and the fundamentals of running a business
- Excellent interpersonal skills and ability to interact and build relationships with internal and external stakeholders
- Excellent time management, planning and organization skills
- Strong analytical, problem-solving, technical skills
- Excellent range of communication skills, including written, verbal, and the ability to deliver compelling presentations
- Experience in driving team and individual performance to achieve customer and financial targets
- Strong leadership and team motivational skills coupled with proven coaching and performance management skills
- Experience of working in an International Global Banking environment is preferred.
- Bachelor's degree in business, related field will be an added advantage.

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.