

Job Advert Details

Why join us?

To continuously provide high quality processing service to achieve maximum customer satisfaction within the specified Performance Level Agreements (PLAs). Responsible for relationship building and resolving customer queries / issues, account management in a professional manner (where applicable). Other responsibilities dependent on process assigned to. Receives / makes customer calls in a call centre environment. Takes ownership and initiative to complete necessary research and customer follow-up or direct the customer to the appropriate department for resolution.

Principal Accountabilities:

Impact on the Business

- Meeting targets for the below Key Performance Indicators (KPIs)
- Productivity% / Rate Per Hour (RPH)
- Contact rate
- Average Handling Time (AHT)

Typical KPIs and Targets

- Meet or exceed against the section average / PLA (whichever is higher) for the KPIs such as productivity% , RPH, Contact rate, AHT

Customers / Stakeholders

- Case quality
- Call quality
- Instructions/requests to be correctly interpreted, understood and implemented.
- Complaints/Compliments

Typical KPIs and Targets

- Meet or exceed against the section average / PLA (whichever is higher) for the KPIs such as case & call quality, Complaints/Compliments..., etc

Leadership & Teamwork

- Participate in team meeting / team activities and work towards sustaining team spirit.
- Ensure that the process requirements are met, adhered to, completed in accordance with established procedures and standards set.
- Work well independently; complete assigned tasks in the established timeframe as per the process benchmarks.

Typical KPIs and Targets

- Observation & feedback by the immediate line & management team

Operational Effectiveness & Control

- Maintain equipment, systems and general work environment in good condition, adhering to all appropriate procedures.
- All data requirements (timesheets, leave requests, absence requests and ad hoc process information) is completed and updated in a timely manner
- Issues/problems are effectively investigated and resolved or appropriately referred with recommendations
- Acquire and update knowledge on procedures related to relevant processes.

Typical KPIs and Targets

- Observation & feedback by the immediate line & management team.

Major Challenges

- To continuously provide high quality processing service to achieve maximum customer satisfaction within the specified Performance Level Agreements (PLAs).
- Continually acquire and update knowledge on procedures related to relevant processes
- Identify opportunities for improving process efficiencies as & when relevant.

Role Context

- To continuously provide high quality processing service to achieve maximum customer satisfaction within the specified Performance Level Agreements (PLAs). Responsible for relationship building and resolving customer queries / issues, account management in a professional manner (where applicable). Other responsibilities dependent on process assigned to. Receives / makes customer calls in a call centre environment. Takes ownership and initiative to complete necessary research and customer follow-up or direct the customer to the appropriate department for resolution
- Refer to supervisor for deviation/s ‘or’ exceptions to procedures.

Management of Risk

- To abide by the Group Compliance Policy by containing compliance risk in conjunction with the relevant Compliance
- Department. The term compliance embraces all relevant laws, rules and codes with which the business has to apply.
- To continually re-assess the operational risks inherent in the business, taking account of changing economic or market conditions, legal and regulatory requirements, operating procedures, management restructures, and the impact of new technology in conjunction with the donor Group companies.

Observation of Internal Controls

- To maintain HSBC internal control standards, including the timely implementation of internal and external audit points together with any issues raised by external regulators
- To abide by the Group Compliance Policy by containing compliance risk in conjunction with the relevant Compliance department. The term compliance embraces all relevant laws, rules and codes with which the business has to apply.
- To continually re-assess the operational risks inherent in the business, taking account of changing economic or market conditions, legal and regulatory requirements, operating procedures, management restructures, and the impact of new technology in conjunction with the donor Group companies.

Qualifications

What you will need to succeed in the role:

Knowledge

- Understand, adhere and execute the procedures imparted during the training phase. Continually update product knowledge and be adaptable to change.
- Diploma or degree in any discipline or relevant work experience commencement with the position

Experience

- Relevant work experience desirable.

Skills

- Ability to speak and understand English fluently.
- Ability to write letters and create memos comprehensible to related departments.
- Good conversational skills to hold the attention of the customer on the telephone.
- Ability to grasp quickly.
- Ability to understand and interpret numeric data.
- Minimum, basic computer knowledge.
- Flexibility to work shifts.
- Ability to build rapport with people.

Want to apply?

- All applicants must have successfully completed their probation period.
- All applicants must have a minimum performance rating of Good and behavior rating of Good in the last year end appraisal.
- All applicants should have served at least 18 months in their current functional role and department.
- Applicant should inform their Line Manager prior to applying.
- Application form should be submitted on CareerLink along with their updated CV.
- All the completed applications should be submitted on CareerLink by 11:59 PM on the closing date.
- Applicant should not be previously declined for the same position within the last 6 months on the date of submission of their application & the time of selection