

Job Advert Details

Why join us? (Overview of Dept./Function)

Our Global Service Centers are an integral part of Banking Operations. Employees based there manage day-to-day customer transactions and processes for the global businesses. This includes catering to Wholesale Client Account Servicing within Service Delivery provides services to support the Wholesale lines of business across for Asia Pacific Markets. The primary purpose of this department is liaising with onshore stake holders for bank initiated and customer initiated requests for Mandates processing, Account Maintenance, Account Closures, Account Opening, Client Amendments, Client Data Requests, Audit Confirmation.

The Opportunity: (Brief Overview of the Role)

WCAS Account Opening & Maintenance Asia Pacific Team in GSC Colombo provides Services including Complex queries on Mandates processing, Account Opening and Maintenance. We acquire a good understanding of processes assigned to; allocate tasks on a daily basis to the team consisting of Customer Service Executive(s). Handle escalations from Business Area, resolve queries and support team to handle customer queries / issues effectively. Plan capacity and perform volume analysis through effective allocation of resources. Produce, interpret and analyse Management Information (MI). Ensure compliance as per audit requirements by performing the required audit checks for the process. Provide leadership to team assigned in-line with the group and company policies and standards.

What you'll do: (List out Key Responsibilities)

- We are currently seeking ambitious individuals to join this team in the role of Customer service executive. In this role, you will:
- Ongoing interaction with all major business functions to drive business performance and achieve strategic objectives.
- In achieving these results, the job holder provides business leadership, technical subject matter expertise, commercial influence, guidance and recommendations to a multitude of functions.
- Ensure that each call / work is completed in accordance with established procedures and standards.
- Acquire broad understanding of processes assigned and drive the team to deliver as per the agreed SLA.
- Efficiently understand stake holder requirements and deliver within the agreed TAT's.
- Meet the needs and expectations of customers by ensuring that escalations and complaints are handled in a timely and appropriate manner.
- The incumbent is expected to maintain oversight to ensure Bank's reputation is protected.
- Facilitate continuous improvement through the identification, implementation and sharing of best practice in conjunction with peers and line management to enhance customer experience.
- Should be result oriented and flexible to changes.
- Build professional relationships with colleagues in other areas
- Exhibit ownership of the business.
- 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 implement the Group Compliance Policy as applicable to your role in conjunction with the relevant Compliance Department.
- 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
- Work independently while establishing effective relationships across all locations to drive a "Joined Up" approach.

Qualifications

What you will need to succeed in the role: (Minimum Qualification and Skills Required)

- Flexibility in working in morning shift (E)
- Strong communications, particularly competent with English written and spoken skills. (E)
- General inquisitiveness with a willingness to learn and challenge the status quo where appropriate (E)
- Ability to learn quickly, transfer knowledge appropriately, understand and interpret numeric data. (E)
- Evidence of good analytical, statistical and data mining skills to study trends and make projections. (D)
- Production management skills and ability to initiate process improvements. (E)
- Good organizational skills and ability to work with minimal supervision. (E)
- Ability to be proactive in projecting and handling crisis situations and taking appropriate / timely decisions (E)
- Aptitude to work well under pressure with high degree of accuracy (E)

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 been previously declined for the same position within the last 6 months on the date of submission of their application & the time of selection.
- Applicant should not been on ANY form of Corrective Action within the last 6 months from the date of application
- Right to work is required. Local employment rulings and restrictions will apply.
- Applicants who meet the required minimum score at the interview may be placed in a pipeline for a period of 3 months to fill any vacancies which may arise for the same position during the immediate 3 months from the IJP closure date. The final decision to place an individual in the pipeline rest with the business head concerned
- Applications of candidates who do not adhere to guidelines during any technical assessment that is conducted as part of the selection process will be disqualified and not progressed thereon.