

## Job Advert Details

If you're 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 experienced professionals to join our team in the role of Customer Service Representative - Retail Product Support (Fixed Term Contract).

### Principal Responsibilities

- Operationalize campaigns to increase card retentions and reduce attritions
- Support credit card customer life cycle management activity in terms of increasing engagement and revenue
- Handling governance around the AAT process
- Support Cards Manager in driving portfolio and revenue growth.
- Liaising with the Anti Attrition Team to reduce attrition whilst increasing revenues
- Any other Card operations related support and handling Customer requests on an ad-hoc basis

To be successful in this role, you should meet the following requirements:

- Applicable for Sri Lankan citizens and Sri Lankan passport holders only.
- Be able to commit to a two-year Fixed Term Contract period.
- Experience with dealing with a large amount of data and strong analytical skills
- Be able to manage time effectively and complete tasks with minimal supervision
- Excellent communication and interpersonal skills.
- Be able to work independently under pressure.
- A proven track record of learning fast and being a great team player
- Expertise in managing customers is an added advantage

When applying, please submit a full resume. In the event you are shortlisted, please note that interviews will be scheduled within a day from cutoff date.

You'll 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.