

HSBC, Bermuda's largest private employer, offers an attractive benefits package including:

- Competitive base salary
- Performance related bonus
- Competitive pension scheme
- Reduced rate mortgage
- Comprehensive health insurance
- Share purchase plan
- Exceptional training and career development opportunities



Customer Service Associate

Retail Banking & Wealth Management

Closing date 15 March 2013

HSBC Bermuda is seeking a highly engaged and customer focused individual to perform the role of Customer Service Associate. This person will be responsible for delivering outstanding front-line customer service and identifying needs-based customer solutions, while efficiently and accurately handling transactions and cash, and adhering to the Bank's security requirements and operating procedures.

Major responsibilities

- Provides a warm welcome to all clients, and manages client requests to meet and exceed their banking needs; provides clients with a consistent service experience by adhering to customer service standards, Bank policies/procedures, and the Bank's Code of Conduct at all times
- Takes ownership of the client experience by listening, identifying needs-based customer solutions, and appropriately referring clients to the sales force network
- Actively supports the multi-channel environment and promotes alternative services, answering queries where possible
- Accurately processes client transactions as requested, including verification & processing of deposits, withdrawals from chequing/savings accounts and cheque cashing; offers advance orders, bank drafts, and foreign cash
- Effectively manages cash within the prescribed limits; refunds excess cash to Branch cash vault during and at the end of the workday; counts cash and reconciles by balancing within established Bank guidelines

Minimum qualifications

- Preferably an Associate's Degree or high school diploma with at least two years of customer service experience
- Demonstrated expert knowledge in establishing customer relationships, providing first-rate customer service, cross selling, and problem resolution
- A working knowledge of data entry, foreign exchange and foreign exchange controls, teller services, credit card services and cash management
- Proven ability to identify and fulfill client needs while maintaining a professional and client focused approach at all times

Interested applicants are invited to apply by sending your résumé and covering letter to:

Fax: 279 5826

Email: recruitment.dept@hsbc.bm

Recruitment Department
Human Resources
HSBC, Harbourview Centre
37 Front Street, Hamilton HM11

Application forms are available in all HSBC branches and at www.hsbc.bm

All enquiries will be held in strict confidence.

