

Assistant Branch Manager

Retail Banking and Wealth Management

Closing date: 11 May 2015

HSBC Bermuda is seeking a highly motivated leader to assist in the management and oversight of the operations of a small branch including, cash, audit, compliance, and customer satisfaction, while exceeding sales and service objectives and achieving financial growth for the Bank

Major responsibilities

- This role is for highly engaged individual, responsible for high volume sales delivery of banking services to the HSBC clientele.
- With additional responsibility to support the Senior Branch Manager in the delivery of customer driven service and sales, efficiency of service capability, operational quality control of cost to meet branch plan.
- Leads and manages the sales activities of Personal Bankers, to acquire, develop and retain profitable customer relationships to deliver business growth and income objectives.
- Ensures sales floor management is effectively run within the branch and is an integral part of branch operations.

Minimum qualifications

- Preferably a University degree with at least 5 year's banking experience
- Expert knowledge in: establishing customer relationships, providing first rate customer service, including the ability to cross-sell and resolve problems, when necessary
- Excellent sales and people management skills
- Courteous, willing to go beyond expectations to meet customer needs and resolve problems
- Demonstrates ability identify and fulfill sales opportunities
- Recognizes fully the importance of the customer to both the Bank and Division
- Strong analytical, leadership and negotiation skills.
- Team player, easily develops good working relationships and willing to assist others to create an extraordinary service experience

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

Email:
recruitment.dept@hsbc.bm

Fax: 299 6524

Post Recruitment Department,
Human Resources, HSBC
Bank Bermuda Limited, 37
Front Street, Hamilton HM 11

Application forms are available in all HSBC branches and at www.hsbc.bm. All enquiries will be held in strict confidence.

