

# Virtual Sales Specialist

## Retail Banking & Wealth Management

Closing date: July 8, 2015

HSBC Bermuda is seeking a highly motivated Virtual Sales Specialist. Reporting to the Virtual Sales Manager, this position is responsible for enhancing the image and reputation of the Bank by providing professional, courteous and helpful services to all customers.

### Major responsibilities

- Interact with customers via telephone and email to discuss their financial requests, in order to ensure accurate and timely response
- Further enhance relationships with existing customers via telephone on an on-going basis to identify potential needs and offer appropriate solutions to meet these needs
- Perform administrative duties necessary to support customer inquiries/ business projects.
- Follow operational/policy guidelines and procedures in task execution
- Other duties as assigned

### Minimum qualifications

- High school graduate or equivalent experience with a minimum of 2 years' experience in a customer service role or direct marketing sales experience in a related industry
- Experience in lending is a strong plus
- Exceptional interpersonal and communication skills, both oral and written.
- Proficiency with personal computers as well as pertinent software packages (MS Word, Excel etc)

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](http://www.hsbc.bm). All enquiries will be held in strict confidence.

