

Sales Service Manager

Retail Banking and Wealth Management

Closing date: October 31, 2016

HSBC Bermuda is seeking a highly motivated leader to effectively manage and oversee a team of people who are responsible for providing account opening services, savings products, lending services and ongoing support for our clients along their financial journey. This individual must have experience in delivering against revenue goals while exceeding service objectives and achieving financial growth for the bank.

Major responsibilities:

- Lead and develop a team of people, using effective communication skills, coaching skills, performance management skills and reward/recognition practices
- Create an environment that ensures the delivery of a consistently excellent customer experience and encourages customer migration to alternative channels
- Motivate and manage a team of people to successfully deliver against revenue goals and key performance indicators
- Develop and follow practices that ensure full compliance with policies, procedures and effective risk mitigation practices within the branch

Minimum qualifications:

- University degree preferred
- Minimum of 5 years banking experience
- Expert knowledge in: establishing customer relationships, providing first rate customer service, and problem resolution
- A proven willingness to go beyond expectations to meet customer needs
- Demonstrated ability of leading, coaching, and effectively managing people

Interested applicants are invited to apply by sending a completed employment application and your résumé and cover letter to:

Email:
recruitment.dept@hsbc.bm

Fax: 279-5826

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.

You'll achieve more when you join HSBC. www.hsbc.com/careers

At HSBC we are open to different ideas and cultures and live by our values of being dependable, open and connected. 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

