

# CDD & Onboarding Associate

(Three Positions)

Wholesale Banking

Closing date: 7 February, 2018

## Some Careers Open More Doors than Others

HSBC Wholesale Banking serves millions of businesses ranging from small, to large corporates, providing commercial customers with a full range of banking services including Global Trade and Receivables Finance, RMB solutions, multi-currency business accounts, payments and cash management, and wealth management and insurance, as well as a comprehensive range of financing solutions. With dedicated Relationship Managers and Product Specialists providing local support and advice in over 60 countries and territories, HSBC helps connect customers to opportunities.

We are currently seeking an ambitious individual to join our team, working together with colleagues to manage the client onboarding experience, expectations and communications following the completion of the sale by the Relationship Manager (RM). Coordinate the onboarding process, including the collection of client information required to complete the Client Due Diligence (CDD) profile.

### Major responsibilities

- Manage the client experience throughout the onboarding of new to bank clients and the CDD refresh for existing clients; maintaining the highest standard of excellence in customer service and answer client queries as and when they arise
- Request and follow-up with the client for outstanding information and documentation; including Know Your Customer (KYC), CDD and signed account opening documents
- Execute requests for additional information from CDD Operations and liaise further with the client as required
- Act as a point of escalation for the operations team and escalate cases to the Relationship Manager

### Minimum qualifications

- University Degree and two to four years' financial services experience working in a large corporation with cross border operations
- Minimum two year's Commercial Banking knowledge and experience
- A record of successful accomplishment in providing consistently outstanding customer service
- Demonstrated experience in the interpretation of constitutional and compliance documents
- Proven record of delivery within challenging timescales
- Ability to have difficult conversations
- Good verbal and written communication skills

You'll achieve more when you join HSBC.

[www.hsbc.com/careers](http://www.hsbc.com/careers)

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

Email:  
[recruitment.dept@hsbc.bm](mailto: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.

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.

