

Dearest Students,

We are 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. We are on a fast track within the bank industry and are seeking highly skilled professionals to take us even further.

If you are looking to start a move and is a highly motivated professional who welcomes new challenges, take a look at **HSBC** Hong Kong! We have your next **GREAT OPPORTUNITY!**

Interested? Kindly send your most updated resume to Imariano@allegisglobalsolutions.com.

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|--------------------------|------------------------------------|
| Job Title: | Customer Care Officer |
| Department: | Retail Banking & Wealth Management |
| Primary Location: | Asia Pacific-Kowloon-Tai Kok Tsui |
| Schedule: | Full-time Shift: Day Job |
| Type of Vacancy: | Country vacancy |

Principal Responsibilities:

- Handle inbound customer calls from our Premier customers
- Provide high quality service to our customers and help resolve their queries at first contact where possible
- Listen to our customers, understand their needs and offer relevant products, services and solutions
- Achieve individual performance expectations and development
- Maintain appropriate operational risk control and compliance in all activities

Requirements:

- Excellent customer-serving manner, communication and problem solving skills
- 5-day work week -flexibility to work on shift duties (including overnight, weekend and public holidays)
- Fluency in Cantonese and ability to read and write in English is essential. A good command of mandarin would be advantageous
- Holder of insurance or investment licenses (preferred but not a must)
- A pass in five subjects (including Mathematics and either Chinese or English) in HKCEE or HKDSE or above

When you join our team, from day one you'll have access to a competitive benefits package, including:

- Basic salary from \$16,000 with quarterly bonus
- Overnight shift allowance
- 18 days paid annual leave plus additional leave (e.g. marriage, birthday and maternity)
- Employer pension contribution of up to 13% of monthly basic salary
- Medical and life coverage for you, your spouse and children
- Staff housing loan up to 100% of the valuation or purchase price
- Employee banking services – including loans, credit facilities, and credit cards
- Support for acquiring any required job related licenses
- Progressive career advancement opportunities