

Job Advert Details

Some careers have more impact than others.

If you're looking for a role where you can continue to make an impression, take the next step at HSBC where your contributions will always be valued.

Wealth and Personal Banking (WPB) is our new global business combining Retail Banking and Wealth Management, and Global Private Banking. Our dedicated colleagues serve millions of customers worldwide across the entire spectrum of private wealth, ranging from personal banking for individuals and families, through to business owners, investors and ultra-high-net-worth individuals. We provide products and services such as bank accounts, credit cards, personal loans and mortgages, as well as asset management, insurance, wealth management and private banking that best suit our customers' needs.

We are currently seeking a dynamic individual to join our team in the role of Banking Associate.

Principal Responsibilities

- Support the branch in all operational tasks, enabling sales staff to maximize potential sales opportunities.
- Act in liaison with internal departments/ other branches to meet customers' needs and requirements.
- Actively assist to bring in new customers and maintain profitable portfolio.
- Ensure that sales & operations are undertaken in accordance with Functional Instruction Manual (FIM) and credit policy manuals appropriating lending guidelines.
- Apply knowledge on compliance & controls and exchange control regulations to safeguard the bank from potential losses.
- Cross sell banks personal banking products and services including digital banking.
- Ensure end to end follow up on requests to provide delightful customer experience.
- Accept cash deposits and withdrawals and accurate cash handling.
- Handle the GWIS scanning system.

Requirements

- Ability to be located in Jaffna as the workstation is Jaffna Branch.
- Excellent communication skills (written and spoken).
- Build respect through fostering honest two-way communication.
- Lead by example and always ensure discipline/professionalism.
- Be sincere and take responsibility for your actions.
- Have a positive 'can do' attitude in all you do.
- Acknowledge and celebrate success, problem solving skills.
- Be able to work independently and under pressure, be organized and pay attention to detail.

When applying please submit a full resume.

You'll achieve more at HSBC.

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.