

Job Advert Details

Some careers have more impact than others.

If you are 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.

In Wealth and Personal Banking, we serve 41 million customers globally, including 6.7 million who are international, from retail customers to ultra-high net worth individuals and their families. We help our customers to take care of their day-to-day finances and to manage, protect and grow their wealth. Our international network and breadth of expertise enable us to deliver on HSBC's purpose of opening up a world of opportunity by providing our customers with borderless banking and world-class wealth management through best-in-class, mobile-first capabilities, and exceptional people. Our key areas of operations include Retail Banking and Wealth Management, Asset Management, Global Private Banking, Insurance, and Chief Operating Office.

We are currently seeking a dynamic individual to join our team in the role of Service and Sales Quality Associate – Fixed Term Contract.

Principal Responsibilities

- Support the officer in charge to manage the overall sales quality process and incentive process.
- Undertake sales quality calls and strictly adhere to deadlines/submission dates and timely escalate in failure results and gaps identified.
- Validate the products done by WPB sales channels and compile the data for incentive dashboards.
- Manage queries/issues raised by the sales force in order to maintain the credibility/integrity of the business.
- Engaging with the quarterly awards and annual awards preparation.
- Prepare ad hoc request in MI's and support Business management team by attending other ad hoc tasks.

Requirements

- Applicable for Sri Lankan nationals only.
- Contract period is for 18 months only.
- Excellent knowledge in Excel and MS Office products.
- Excellent presentation skills and Stakeholder management.
- Strong communication skills.

When applying please submit a full resume.

You will 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.