

## 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.

HSBC Commercial Banking serves millions of businesses ranging from small, to large corporates, providing commercial customers with a full range of banking services including Global Trade Solutions, 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.

HSBC Global Trade Solutions is committed to helping companies of all sizes from every part of the world grow their business across borders. Offering a comprehensive range of forward-thinking supply chain and traditional trade solutions, the business has been repeatedly recognized by the industry's most prominent publications and associations with numerous awards for its strength in combining innovation and service excellence with end-to-end customer solutions.

We are currently seeking an experienced professional to join our team in the role of Assistant Manager Client Services.

### Principal Responsibilities

- Deliver Global Trade Solutions (GTS) Client Services (CS) strategy.
- Understand the clients' transaction routines, provide support and guidance, and anticipate their service needs and resolve transaction and service issues.
- Contribute to business retention and growth as evidenced by revenue reports and available MIs.
- Actively monitor the client's facility utilization and look for opportunities to gain new business.
- Promote the ease of use of our digital tools and increase the clients' effectiveness by encouraging them to use self service solutions.
- Provide high quality service to clients by resolving service quality issues in a timely manner and implementing preventative measures to protect service levels.
- Conduct client visits and service reviews based on business need and client segmentation model.
- Work collaboratively across the matrix within GTS business development managers, relationship managers, product & propositions, back-office teams, wider wholesale banking teams to deliver an enhanced client value proposition for assigned clients.

### Requirements

- Applicable for Sri Lankan nationals only.
- Comprehensive knowledge and experience in Trade products / processes.
- Strong influencing and negotiation skills with excellent written and oral presentation skills.
- Proven track record of demonstrating excellent problem-solving skills and ability to resolve issues and connect clients to opportunities.
- Able to deliver difficult messages and remain calm under pressure.
- CITF certification (or another relevant Trade qualification) is highly desirable.

When applying, please submit a full resume. In the event you are shortlisted, please note that interviews will be scheduled within a day from cut off date.

Hiring Manager: Amal Karunaratne

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.