

**Job title: Customer Service Ambassador****Apply link:**

<http://careers.pageuppeople.com/798/cw/en/job/495445?ApplicationSubSourceID=>

**Responsibilities:**

- Greet customers and assist in escorting customers including platform, answering enquiries in order to promote customer experience excellence and enhance its competitiveness by leveraging and strengthening the growth in business sales productivity;
- Assist in managing the bank hall environment to divert customers in queue and counters, and assist in promotion of automated banking in order to deliver a high standards of professional and effective services, whereby improve overall customers waiting times;
- Define customers' needs and refer to frontline sales and service staff in order to facilitate customers' satisfaction.

**Requirements:**

- Diploma holder or above
- At least 1 year's solid working experience in customer service(Including non-banking experience)
- Good in Chinese, English and Putonghua
- Customer-oriented, proactively with excellent interpersonal skills to enhance customer relationship
- Able to analyze and tackle problems independently with good ability to handle crisis management
- Process cooperative spirit and team's morale with colleagues
- Candidates with less experience may be considered as contract position

## **Job title: Customer Service Officer**

Apply link: <http://careers.pageuppeople.com/798/cw/en/job/493735?IAApplicationSubSourceID=>

**Employment Type:** Full time

**Departments:** Personal Banking and Wealth Management Department

**Job Functions:** Customer Service, Relationship Management

### **Responsibilities:**

- Champion the one-stop personal banking services at branches
- Deliver quality customer services through counter transactions
- Identify existing and prospective customers' needs of financial services, including both products and services
- Grasp opportunities to cross-sell appropriately
- Ensure compliance requirements are strictly observed and followed, contribute as part of the Bank's bigger anti-money laundry (AML) team
- Support back-end branch operations

### **Requirements**

- Secondary School graduate or above
- Possesses customer servicing experiences, candidates with previous bank counter servicing experiences a definite advantage
- Strong sense of result orientation
- Strong in delivering quality services to diverse customer types
- Outgoing, proactive and with strong eagerness to learn
- Strong communication skills and attention to details
- Proficiency in English and Cantonese as well as fluency in Putonghua