

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 an experienced professional to join our team in the role of Premier Service Relationship Officer.

Principal Responsibilities

- Assist with managing portfolios in excess of 750 - 800 Premier customer relationships, including High Net Worth Individual customer profiles.
- Ensure higher wallet share with HSBC and maintain the accepted cross sell ratio.
- Actively assist to bring in new customers and maintain a profitable portfolio.
- To ensure Global Premier Brand and its promises are delivered at all times.
- Apply knowledge on compliance & controls and exchange control regulations to safeguard the bank from potential losses.
- Cross sell banks personal banking products and services and acquire new Premier relationships.
- Has to be self-motivated to ensure that the service standards expected for Premier customers are maintained on a consistent basis.
- Ensure end to end follow up on requests to delight customer experience.
- Drive the digital agenda moving customer transactions via digital channels and paperless journeys.

Requirements

- Applicable for Sri Lankan nationals only.
- Excellent communication skills (written and spoken).
- Build respect through fostering honest two-way communication.
- Problem solving experience/skills.
- Be able to work independently and under pressure.
- Positive attitude and be customer focused.
- Be organised and pay attention to detail.
- Be contactable round the clock for customers that are being relationship managed.

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.