

Position: Customer Service Officer – Chinese Speaking
Branch Banking Department

Job Description:

- Proceed the transactions of bank's products and services according to the procedures.
- Effectively, accurately, timely deliver services to customers with good manner and maintain good relationship with customers.
- Introduce and advise proper products/services to customers.
- Acquire and refer new customer to the bank.
- Cross sell other banking product to existing customers.
- Monitor cash kept in till not to be over defined till limit.
- Handle the daily reconciliation and submit accounting information to Head office.
- Handle outward cheque clearing and submit to Internal/External clearing center.
- Responsible for keeping the keys of strong room / day safe / cash box as assigned.
- Proceed an accounting entry of tax and duty according to work process defined by Accounting department.
- Collect and review daily slips/vouchers and customer's documents.
- Provide statement and any request documents for customers.
- Check the completeness of documents sent between branch and head office.
- Responsible for other ad-hoc activities as assigned.

Qualifications Required:

- At least 1-5 years' experience in Banking business.
- Bachelor's degree in Accounting, Finance and Banking, Marketing or other related fields.
- Good command of Chinese language.
- Good knowledge of Banking products would be advantage.
- Knowledge of Accounting and Computer literacy.
- Have service mind and good attitude.
- Be proactive with good interpersonal skills.
- Enthusiastic in new knowledge and technology improvement.
- Good communication skills.