

Position: Customer Service Officer – Chinese Speaking
Department: Branch Banking
Level: Officer - Senior Officer

Job Description:

1. Proceed the transactions of bank's products and services according to the procedures.
2. Effectively, accurately, timely deliver services to customers with good manner and maintain good relationship with customers.
3. Introduce and advise proper products/services to customers.
4. Acquire and refer new customer to the bank.
5. Cross sell other banking product to existing customers.
6. Monitor cash kept in till not to be over defined till limit.
7. Handle the daily reconciliation and submit accounting information to Head office.
8. Handle outward cheque clearing and submit to Internal/External clearing center.
9. Responsible for keeping the keys of strong room / day safe / cash box as assigned.
10. Proceed an accounting entry of tax and duty according to work process defined by Accounting department.
11. Collect and review daily slips/vouchers and customer's documents.
12. Provide statement and any request documents for customers.
13. Check the completeness of documents sent between branch and head office.
14. 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.