

## Channel Management Department

### Customer Services Representative / Officer, Call Centre, Channel Management (Ref. No: CHD-1345)

#### Job Responsibilities:

- Handle customer enquiries via omni-channel
- Provide correct information to customers promptly through relevant systems and applications
- Identify business opportunities and cross-sell the Bank's products and services
- Close cooperation with branches / departments / teammates
- Solve minor complaints from customers, and handle simple administrative works
- Reflect customer feedbacks and suggest service improvements in terms of products, systems and daily workflow
- Shift duty may required

#### Job Requirements:

- Post-secondary education or above with 1 year customer service experience in banking or investment industry
- Well-organized, punctual, polite and strong sense of responsibility
- Independent, customer oriented, patient, eager to learn and committed to deliver good quality services
- Passed in IIQE and HKSI is preferred
- Excellent written and spoken English and Cantonese, proficiency in Mandarin
- Good presentation and communication skills

To apply, please submit your resume to [hrd@icbcasia.com](mailto:hrd@icbcasia.com).

*All information provided by applicants will be used only for recruitment purposes and will be used strictly in accordance with the Bank's Privacy Policy Statements and Circulars, which are available on our website.*