

Internet Finance Department

Assistant Manager(Corporate E-business) (Ref. No: IFD-462)

Job Responsibilities:

- Handle enquiry from branches/ departments and co-work with them to deliver sales opportunities
- Provide prompt business support to customers of Commercial Internet Banking/ Commercial Mobile Banking through relevant systems and applications
- Solve complaints from customers
- Reflect customer feedback and suggest service improvements in terms of products, systems and daily workflow
- Conduct UAT in Commercial Internet Banking/ Commercial Mobile Banking if necessary

Job Requirements:

- Post-secondary education or above
- Minimum 3 years' experience in customer service, preferably in banking industry
- Independent, customer oriented, patient, eager to learn and committed to deliver good quality services
- Familiar with corporate e-banking practice and products
- Good presentation and communication skills
- Good command of spoken and written English and Chinese (good command of Putonghua is an advantage)

To apply, please submit your resume to 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.