

Job Advert Details

Some careers have more impact than others.

If you're 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.

Global Trade and Receivables Finance (GTRF) comprises over 4,500 people across more than 60 countries, helping suppliers and buyers with their export and import finance needs. Trade is where HSBC began in 1865, when we financed commerce between Europe, North America and Asia.

We are currently seeking an experienced professional to join our team in the role of Assistant Manager Client Services.

Principal Responsibilities

- Deliver Global Trade & Receivable Finance (GTRF) Client Services (CS) strategy and target operating model in line with CS's global segmentation model (Premium, Gold, Standard).
- Understand the clients' transaction routines, provide support and guidance, and anticipate their service needs and resolve transaction and service issues.
- Contribute to business retention and growth as evidenced by Revenue reports and available Management Information.
- Actively monitor the client's Facility Utilization and look for opportunities to gain new business.
- Promote the ease of use of our digital tools and increase the clients' effectiveness by encouraging them to use self service solutions.
- Provide high quality service to clients by resolving service quality issues in a timely manner and implementing preventative measures to protect service levels.
- Conduct client visits and service reviews based on business need and client segmentation model.
- Work collaboratively across the matrix within GTRF Business development managers, Relationship managers, Product & Propositions, back-office teams), wider wholesale banking teams to deliver an enhanced client value proposition for assigned clients.

Requirements

- Comprehensive knowledge and experience in GTRF products / processes.
- Strong influencing and negotiation skills with excellent written and oral presentation skills.
- Proven track record of demonstrating excellent problem-solving skills and ability to resolve issues and connect clients to opportunities.
- Able to deliver difficult messages and remain calm under pressure.
- CITF certification (or another relevant trade qualification) is highly desirable.

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.