

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.

Operations, Services and Technology is a pivotal part of the Group, providing essential operational and technical support to our global businesses and helping improve customer service and efficiency. Operations, Services and Technology combines global expertise and technology to help keep us ahead of the competition.

We are currently seeking an experienced professional to join our team in the role of Case Analyst Officer - CDD and Onboarding.

Principal Responsibilities

- Be responsible for delivering a best-in-class customer experience in conducting Customer Due Diligence (CDD) reviews, managing the expectations of the customer and all key stakeholders, prioritizing actions and ensuring all service level agreements are met.
- Overlooking of the Financial Crime Risk (FCR) Operations related offshore processes where needed.
- Review and check for completeness of CDD information and supporting documentation before submitting the case to CDD Operations for review and approval.
- Be the focal point for client with regards to all elements of Global Standards Customer Due Diligence reviews to enhance customer experience and strengthen support to Relationship Managers.
- Ensure client expectations are set against defined Service Level Agreements, which are visible and managed across all functions.
- Deliver best in class service quality on customer needs approach and ensure expectations from our internal and external customers are met at all times.
- Ensure accurate and timely management information reporting.
- Implement Client Due Diligence related projects.
- Support Client Life Cycle Management (CLM) operations to maintain an environment in which customer focus, compliance and risk control are a key performance criterion.

Requirements

- Business focused with records of successful accomplishment in providing outstanding customer service.
- Detail conscious, analytical and able to work independently including implementing change initiatives or process improvement.
- Strong interpersonal skills and ability to build relationships with internal and external stakeholders.
- Ability to prioritize and work under pressure.
- Proven problem-solving skills with ability to resolve complex problems within challenging time scale whilst adhering to timelines
- Strong MS Office and Expert in CMB applications.
- To fully understand the existing regulatory environment and processes of the business and impact on day-to-day activities.
- An up-to-date and thorough understanding of CDD LOB procedures and other Anti Money Laundering (AML) and Compliance related policies impacting CDD & FCR processes.
- At least one year working exposure in the CDD process is an added advantage.

When applying, please submit a full resume. In the event you are shortlisted, please note that interviews will be scheduled within a day from cutoff date.

Hiring Manager: Manjarie Kapuge

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.