

## Job Advert Details

Some careers have more impact than others.

If you are 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 Payment Solutions is made up of almost 10,000 people, across more than 60 countries. The business is uniquely positioned to help clients make payments across borders, across currencies and regulations, quickly and efficiently with dedicated in-country and regional support. Our expertise in this area is repeatedly recognized by the industry's most prominent publications and associations with numerous global, regional and country awards.

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

### Principal Responsibilities

- Accountable for delivering Client Service excellence and effectively managing any risks and issues.
- Identification of opportunities and effectively managing the client portfolio to deliver against client promises
- Identify and introduce service improvements to improve the overall client experience
- Resolves client service issues and challenges as the final escalation point.
- Identify opportunities to streamline processes, eliminate redundancy, increase revenue and strengthen relationships.
- Cross selling GPS products and providing superior service support for all GPS solutions.
- Analyze client activities and provide advice and suggestions to clients to improve/generate cross country referrals.
- Generate referrals for other Global Businesses, e.g. International Wealth and Premier Banking, Global Private Banking, Global Markets, as appropriate.
- Keep abreast of external factors influencing international business e.g. economic, cultural, geographical, procedural and regulatory requirements.

### Requirements

- Minimum of 3 years of experience working in the banking industry. Experience of working in an International Global Banking environment is preferred.
- Bachelor's degree in business, related field or equivalent work experience will be an added advantage.
- In-depth knowledge of industry standards related to all Cash Management products and services.
- Experience with or knowledge of local regulatory requirements related to Anti-Money Laundering.
- Good level of business acumen and commercial awareness, including economic, cultural, procedural and regulatory issues
- Proven ability to understand a customer's business and the fundamentals of running a business, interact with business customers at all levels and deliver creative and flexible customer solutions.
- Excellent interpersonal skills and ability to interact and build relationships with internal and external stakeholders
- Excellent time management, planning and organization skills coupled with strong analytical and problem-solving skills.
- Excellent range of communication skills, including written, verbal, and the ability to deliver compelling presentations
- Experience in driving team and individual performance to achieve customer and financial targets
- Strong leadership and team motivational skills coupled with proven coaching and performance management skills

Interviews will be scheduled within two days from Cut-off Date of the advertisement. In the event you are shortlisted you will be informed via e-mail on the same.

Hiring Manager: Yohan Jayamanna

When applying please submit a full resume.

You will 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.