

Job Advert Details

Why join us?

The Group Service Centers are a fundamental component of HSBC’s strategy to drive shareholder value. They form a key part of the Global Service Delivery organization and enable maximizing cost efficiency and drive customer advocacy by creating a seamless service delivery proposition. We are Lending Services Operations providing End to End processing of Cards, Loans

The Opportunity:

Accurate and timely processing of instructions received from internal and external customers. To resolve technical queries from internal and external customers in a professional manner.
To continuously provide high quality processing service to achieve maximum customer satisfaction within the specified Service Level Agreements (SLAs). Responsible for relationship building and resolving customer queries / issues in a professional manner.
Responsible for achieving individual targets whilst maintaining quality and compliance.

What you’ll do:

- Process a wide range of transactions, whilst maintaining a high degree of accuracy
- Provide exceptional customer service in a timely manner whilst working in a fast-paced environment and adhering to our policies and procedures.
- The job holder will be responsible for processing one or more of the following activities, Dispute Processing, Card Account Opening, Card Account servicing and Fraud Chargebacks.
- Collaborate as part of the dynamic team and actively seek to improve workflows and processes.
- To investigate and assist in the resolution of all relevant queries.

Qualifications

What you will need to succeed in the role:

- Excellent communication skills (written and spoken).
- Excellent attention to detail.
- Problem solving skills.
- Be resilient to a continuous changing environment.
- To investigate and assist in the resolution of all relevant queries.
- The ability to take ownership of customer enquiries through to resolution.
- Be able to work independently and under pressure, be organized and pay attention to detail.

What additional skills will be good to have?

- Knowledge on MS Office is an advantage.
- Sound knowledge of relevant systems used and processes.
- Ability to build rapport with and relate to a wider range of people.
- Ability to learn quickly, retain and transfer knowledge appropriately.
- Ability to write business letters and reports.
- Excellent conversational/ telephone skills.

Want to Apply?

- All applicants must have successfully completed their probation period
- All applicants must have a minimum performance rating of Good and behavior rating of Good in the last year end appraisal
- All applicants should have served at least 18 months in their current functional role and department
- Applicant should inform their Line Manager prior to applying
- Application form should be submitted on CareerLink along with their updated CV
- All the completed applications should be submitted on CareerLink by 11:59 PM on the closing date
- Applicant should not been previously declined for the same position within the last 6 months on the date of submission of their application & the time of selection.
- Applicant should not been on ANY form of Corrective Action within the last 6 months from the date of application
- Right to work is required. Local employment rulings and restrictions will apply.
- Applicants who meet the required minimum score at the interview may be placed in a pipeline for a period of 3 months to fill any vacancies which may arise for the same position during the immediate 3 months from the IJP closure date. The final decision to place an individual in the pipeline rest with the business head concerned
- Applications of candidates who do not adhere to guidelines during any technical assessment that is conducted as part of the selection process will be disqualified and not progressed thereon.