

## 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.

International Wealth and Premier Banking (IWPB) helps deliver on HSBC's purpose of opening up a world of opportunity by providing our customers with borderless banking and worldclass wealth management through best-in-class, mobile-first capabilities, and exceptional people. Our international network and breadth of expertise enable us to support individuals, families, business owners, investors, and entrepreneurs. International Wealth and Premier Banking provides a leading premium proposition through Premier Banking and, together with our Private Bank, are present across the world's most important markets, booking centers, and corridors most valued by our clients. Our wealth offering is further enhanced through our best-in-class manufacturing capabilities in Asset Management and Insurance.

We are currently seeking dynamic individuals to join our team in the role of **Customer Solution Representative**.

### Principal Responsibilities

- Provide an excellent customer experience to all our internal and external customers.
- Ability to work under pressure and meet business targets on Tele sales.
- Handle challenging customers queries while delivering best in class customer service through Tele sales.
- Follow audit procedures, compliance policies and guidelines to avoid all potential risks.
- Proactively seek out opportunities to reduce costs and improve operational efficiency.
- Build and maintain good working relationships with stakeholders and support the development of a cohesive team.
- Flexibility of working extended hours whenever required.
- Maintain high level of accuracy and efficiency in tasks undertaken.
- Ability to manage time efficiently to meet demanding stakeholder expectations.

To be successful in this role, you should meet the following requirements:

- Applicable for Sri Lankan citizens and Sri Lankan passport holders only.
- Successful completion of GCE O/L and GCE A/L Examinations.
- Be able to commit to a one-year Fixed Term Contract period.
- Excellent communication and interpersonal skills.
- Be able to work independently under pressure.
- A proven track record of learning fast and being a great team player.

**When applying please submit a full resume. Upon submission of your CV, you will be invited to complete an online assessment; kindly ensure it is completed within 2 days of receipt.**

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.