

Branch Management

Branch Manager

Responsibilities:

- To manage the business and operations of designated retail branch(es) and ensure the provision of total retail banking solutions and good quality products / services to customers in an effective and efficient manner
- To ensure the branch daily operations in compliance with all regulatory / internal guidelines and policies as well as the bank's risk control standards
- To manage sales staff or relationship managers to develop and cultivate close relationship with existing and new customers and solicit new business to the bank
- To explore business opportunities and implement strategic planning to achieve the designated targets defined by management
- To manage and train up branch staff in providing customer-centric services and solutions to customers

Requirements:

- Degree holder with at least 8 years of experience in retail banking of which 3 years in supervisory level is highly preferable
- Sound knowledge of retail banking / wealth management and branch operations as well as products and services
- Strong leadership and interpersonal communication skills
- Independent, proactive, result-oriented and able to work under pressure
- Good command of spoken and written Chinese and English, whilst fluent Mandarin would be an advantage



Deputy Branch Manager

Responsibilities:

- Provide assistance to Branch Manager to achieve the branch sales targets
- Explore business opportunity and cross-sell products to customers on need basis
- Promote banking products and services (including investment, insurance and loan products) to customer as well as to achieves the assigned sales targets of the branch
- Handle customer enquiries and deliver quality services to our customers
- View customer transaction report to ensure the bank's compliance and audit standards are met
- Perform credit activities including credit proposals and credit analysis
- Provide general banking services and information to customers
- Perform other tasks assigned by supervisors

Requirements:

- University degree in Business Administration or Finance or relevant disciplines is preferable
- Minimum 5 years of experience in Retail Banking or other business area
- Familiar with retail products, branch services and operations
- Good command of written and spoken English and Chinese
- Good communication skills and interpersonal skills



Relationship Manager

Responsibilities:

- To promote and solicit new business as well as to achieve sales targets of the branch
- To develop existing business activities and maintain good relationship with customers
- To perform credit activities including credit proposals and credit analysis
- To provide general banking services and information to customers

Requirements:

- University degree holder preferable with 2 - 3 years of relevant experience in Retail Banking business or other business area
- Sound knowledge of retail financial products and services
- Good communication and interpersonal skills
- Good command of English and Chinese, written and spoken; Mandarin speaking an absolute advantage
- Self-motivated and able to work under pressure
- Candidate with less experience would be considered as Assistant Relationship Manager



Senior Teller / Teller

Responsibilities:

- To handle all retail cash or non-cash transactions over counter
- To operate the ATM machine
- To promote bank or insurance products for retail customers

Requirements:

- Form 6 graduate or above
- Basic spoken and written Chinese and English
- Good communication and interpersonal skills
- Candidate with relevant experience would be considered as Senior Teller