



**BCM**bank  
澳門商業銀行

## **Call Centre**

### **Customer Service Officer**

Responsibilities:

- To deliver multilingual and professional banking services over the telephone
- Work collaboratively with teammates or internal departments to solve customer issues in an efficient and effective manner
- To participate in telemarketing of designated banking products and services
- To handle customer complaints and feedback

Requirements:

- Diploma or degree holder
- Customer-focused with good communication and interpersonal skills
- Proactive and positive to work, able to work under pressure
- Good command of spoken and written English and Chinese (both Cantonese and Mandarin)
- With Insurance License is an advantage