



**BCM**bank  
澳門商業銀行

## **Transaction Banking**

### **Deputy Manager**

#### Responsibilities:

- Achieve sales targets through identification of clients' need and devising appropriate solutions from a range of available transaction banking services
- Work closely with relationship managers to source new prospects and cross-sell to existing clients to generate warm leads in order to build a healthy sales pipeline
- Structuring and pitching appropriate solutions, making effective pitches, and delivering client mandates seamlessly
- Conduct insightful analysis to understand customer needs to facilitate and enhance product development
- Streamline end-to-end processes to reduce processing time and improve customer journey to achieve cash revenue targets
- Collaborate with stakeholders in planning, development and implementation of creative and cost-effective marketing campaigns to drive the Bank's deposits growth, enhance deposit and banking services, and create incremental revenue to the business
- Ensure full compliance of the Bank's policies and procedures, relevant banking ordinances, and other regulatory requirements

#### Requirements:

- Degree in Business Administration, Marketing, e-Commerce or related disciplines
- At least 4 years' experience in Banking sector, with at least two years in supervisory level
- Well-organized with good supervisory and interpersonal skill
- Good in interpersonal, influencing and negotiation skills
- Able to work independently and competent in handle different tasks
- Good command of written and spoken English and Chinese
- Knowledge of Mandarin and Portuguese is an advantage



## **Officer**

### Responsibilities:

- To assist in setting up the customer profile for the digital banking services
- To handle customer hotline enquiries and system demonstration
- To participate various benchmarking, marketing and sales campaigns
- To perform documentation and application forms checking to ensure accuracy of customers information
- To resolve any queries or issues arising from the transaction banking products through close liaison with technical and back office resources
- To conduct regular UAT for new service development or enhancement, and report UAT logs to ensure services quality before launch into production

### Requirements:

- University Degree with a minimum of 2 years' experience in banking industry
- Experience in Mobile banking service, digital banking development and customer service would be an advantage
- Good command of MS Office including Word and Excel
- Good command of written and spoken English and Chinese
- Independent, self-driven, efficient, responsible and well-organized
- Creative and outgoing with good communication skills