



Contact Center Agent

Retail Banking and Wealth Management

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Some careers open more doors than others

If you're looking for a career that will unlock new opportunities, join HSBC and experience the possibilities. Whether you want a career that could take you to the top, or simply take you in an exciting new direction, HSBC offers opportunities, support and rewards that will take you further.

Retail Banking and Wealth Management (RBWM) serves close to 45 million customers worldwide with a complete range of banking and wealth management services to enable them to manage their finances and protect and build their financial futures. It is a global business that brings together management responsibility for Retail Banking, Wealth Management, Insurance and Asset Management with a focus on customer-centric propositions and innovative and efficient distribution channels. In Armenia we serve more than 30,000 customers.

Joining our team will provide you with a range of career opportunities; you can progress to management or specialize in other areas such as financial planning and mortgage advice. We also have national and global opportunities in areas such as Risk, Marketing, HR, IT, Commercial Banking.

The start of your journey at HSBC will see you participate in a three-week blended learning experience, during which you will learn how to be successful in your role through classroom, on-line and practical training, as well as having the opportunity to develop new skills in HSBC's model branch.

Role Purpose


You will play a vital role in delivering an excellent customer experience, providing exceptional service through understanding and identifying their needs and offering the right products and services. You will be expected to maintain continual and professional contact with customers and be ready to work flexibly as the role is likely to involve shifts, including night shifts.

In this role you will need to

- Provide a range of suitable services and products to customers
- Accurately and promptly resolve customer queries and requests
- Effectively question and listen to customers to be able to fully understand their financial circumstances and needs
- Gain a comprehensive knowledge of HSBC products, services and organization structure, to be prepared to connect the customer with the right teams and colleagues where necessary
- Be prepared to help customers in understanding the variety of ways to bank (internet, mobile, phone, ATM) that will best suit their needs
- Be proactive in attracting new customers
- Effectively collaborate with team members and other colleagues to ensure good customer experience and needs fulfilment
- Maintain up to date customer records.
- Understand and continue to develop your knowledge of operational risk, legal and regulatory requirements and operating procedures and practices
- Process customer instructions and transactions accurately.
- Treat all customers fairly

To be considered for this role, you will also need to

- Be passionate about continuously ensuring a superior customer experience
- Consistently deliver a personalised, friendly and efficient customer service at all times
- Provide a high quality telephone banking and internet/mobile banking support services when interacting with customers over the phone
- Provide fully comprehensive and professional information on Bank products, services and ongoing promotion campaigns
- Make effective customer contact ensuring that customer issues are resolved
- Handle and process customer telephone banking and internet/mobile banking support services requests

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- Demonstrate strong communication / negotiation skills which will enable you to engage in effective conversations with customers over the phone and to build strong professional rapport
 - Maintain and develop knowledge of products and procedures and ensure that all enquiries are handled in line with internal policies and procedures, ensuring regulatory requirements are fully met
 - Demonstrate confidence, drive, inner energy
 - Have experience of working with rules and regulations is preferable
 - Have the ability to work independently and take responsibility for decisions and actions
 - Excellent knowledge of Armenian and English

You'll achieve more when you join 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.