

Some careers
have more impact
than others.



Retail Banking and Wealth Management Branch Representative

HSBC is one of the world's leading banks, with a network covering 66 countries and territories. Our size and global reach mean we offer many ways for you to develop your career. We look for people who think, see and do things differently and who can represent and relate to our diverse global customer base. We want candidates who are motivated, curious, courageous, collaborative and dedicated.

We employ, develop and promote employees based on merit and provide a supportive and inclusive working environment. We want HSBC to be a place where everyone can be themselves and achieve their potential. Our aim is to have a diverse workforce so we can respond to the needs of our customers and develop better products and services.

In this role you will need to:

- Provide a range of services to HSBC customers, supporting every life event
- Effectively question and listen to your customers when reviewing their account to enable you to fully understand both new & existing customer's financial circumstances and needs
- Gain a comprehensive knowledge of the Bank's full range of products & services to enable you to connect the customer with other colleagues who can support their entire life journey
- Help customers to understand how they can effectively use HSBC services through Internet/Mobile Banking, phone Banking & Self-service machines, to meet their varying needs
- Be proactive in building & developing a customer base through the use of Customer Contact Lists, referrals & walk-ins.
- Understand & continue to develop your knowledge of operational risk, legal & regulatory requirements & operating procedures & practices
- Process customer instructions and transactions accurately including dealings with cash

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

- Relevant work experience in a customer facing role
- Ability to work with rules and regulations
- Consistently achieved set objectives, and actions taken for personal performance improvement
- Excellent knowledge of Armenian and English

The following skills are essential for this managerial role:

- Ability to understand customers' needs and deliver excellent customer service in a relevant environment
- Strong professional communication skills, both oral and written
- The ability to work independently, take appropriate responsibility for actions and make sensible decisions

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To apply for this role, please send your full CV to vacancy.armenia@hsbc.com, with the subject "**Branch Representative**". Please also note that the deadline is **25 November 2018**.



You'll achieve more when you join HSBC.