



## Job Advert Details

If you are looking for a role where you can continue to make an impression, take the next step at HSBC where your contributions will always be valued.

Wealth and Personal Banking is our new global business combining Retail Banking and Wealth Management, and Global Private Banking. Our dedicated colleagues serve millions of customers worldwide across the entire spectrum of private wealth, ranging from personal banking for individuals and families, through to business owners, investors, and ultra-high-net-worth individuals. We provide products and services such as bank accounts, credit cards, personal loans, and mortgages, as well as asset management, wealth management and private banking that best suit our customers' needs.

We are currently seeking professionals to join our team in the role of Customer Solution Representative.

### Principal Responsibilities

- Act in liaison with internal departments and branches to meet customers' need and requirements.
- Bring down customer delinquency by achieving individual targets.
- Achieve all operational performance targets on a monthly basis.
- Ability to conduct effective Collection conversations to ensure to arrive at suitable and feasible outcomes for our customers.
- Adhere to professional negotiation skills and demonstrate high ethical standards aligned with the Collections operational guidelines.
- Meet the required operational efficiency and effectiveness.

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

- Excellent communication and interpersonal skills.
- Applicable for Sri Lankan citizens and Sri Lankan passport holders only.
- Be able to work independently under pressure.
- A proven track record of learning fast and being a great team player.

When applying please submit a full resume.

You will achieve more at 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.