

Part-time Customer Service Officer, Card Lending & Contact Centre**Responsibilities:**

- Handle incoming enquiries and/or instructions through different service channels (e.g., Hotline, E-mail, Live Chat, etc.) in a timely and professional manner.
- Provide quality service & address customer's query at first time they call where possible.
- To complete customer's instruction and/or request within an agreed timeframe and strictly in adhere to all regulatory requirements and internal procedure (e.g., SOPs).
- Identify customer's needs and proactively offer relevant banking services/products (e.g., General Insurance) and/or refer to respective unit for further handling.
- Coordinate with respective parties to resolve customer's feedback/dissatisfaction.
- Conduct outbound service follow-up call to customer.
- Carry out special assignments as assigned by team head.

Requirements:

- HKCEE / HKDSE or above. Fresh graduates or undergraduates are also welcome.
- Able to work at least 2 days per week.
- Excellent customer-serving manner, a good team player with good communication skills and strong sense of responsibilities.
- Good command in spoken and written Chinese and English, including Mandarin.
- Strong problem-solving skill and able to manage multi-tasks
- Professional qualification with IIQAS Paper 1 to 3 is preferable.

We offer a competitive remuneration package to the right candidates. Interested parties please send your resume to The Human Resources Management Group, Fubon Bank (Hong Kong) Limited via e-mail: fubonbankhr.fbhk@fubon.com

*All personal data provided by job applicants will be used for recruitment purposes only in accordance with the Bank's Personal Data Information Collection Statement, a copy of which is available on our website: http://www.fubonbank.com.hk/web/html/sh_careers_e.html