

Key Time Teller

Retail Banking and Wealth Management

Closing date: 25 April 2019

HSBC Bank Bermuda Limited is seeking a highly engaged and customer focused individual to perform the role of Key Time Teller. This person will be responsible for delivering outstanding front-line customer service and identifying needs-based customer solutions, while efficiently and accurately handling transactions and cash, and adhering to the Bank's security requirements and operating procedures.

Major responsibilities

- Provide a warm welcome to all clients, manage client requests to meet and exceed their banking needs; provide clients with a consistent service experience by adhering to customer service standards, bank policies/procedures, and the Bank's Code of Conduct at all times
- Accurately process client transactions as requested, including verification and processing of deposits, withdrawals from checking/savings accounts, check cashing, advance orders, bank drafts, and foreign cash
- Accurately complete all documentation; reconcile, batch and distribute documents, during and at the end of the day as required
- Effectively manage cash within the prescribed limits; refund excess cash to Branch cash vault during and at the end of the workday; count cash and reconcile by balancing within established Bank guidelines
- Assist the managers with general banking hall responsibilities as and when required by Branch Management

Minimum qualifications

- Preferably an Associate Degree or High School diploma with at least 2 years' service experience.
- Expert knowledge in: establishing customer relationships, providing first rate customer service, including the ability to identify product solutions to meet client needs and resolve problems, when necessary.
- Working knowledge in: data entry, foreign exchange and foreign exchange controls, teller services including check processing/collections, credit cards services, and checking/savings accounts cash management and vault services, wire payments instructions.
- Pays attention to detail, takes pride in quality of work and doing a great job every time.
- Recognizes fully the importance of the customer to both the Bank and Division. Team player, easily develops good working relationships and willing to assist others to create an extraordinary service experience.
- Portrays a professional image in personal demeanor / dress at all times and exhibits a deep sense of respect for self and others and values diversity.

You'll achieve more when you join HSBC.
www.hsbc.com/careers

At HSBC we are open to different ideas and cultures and live by our values of being dependable, open and connected. 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.

Interested applicants are invited to apply by sending a completed employment application and your résumé and cover letter to:

Email:
recruitment.dept@hsbc.bm

Fax: 279-5826

Post Recruitment Department,
Human Resources, HSBC
Bank Bermuda Limited, 37
Front Street, Hamilton HM 11

Application forms are available in all HSBC branches and at www.hsbc.bm. All enquiries will be held in strict confidence.



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