

## Retail Branch & Wealth Management Division

### OUR OPPORTUNITIES

#### Manager - Premier Banking

##### Responsibilities:

- Derive Premier segment strategy for the bank from customer value proposition development to customer acquisition, portfolio management & cross-sell, and loyalty management
- Devise customer acquisition strategy including external & group partnership to acquire local & offshore emerging affluent and affluent clients to grow customer base
- Organize various client events & loyalty programs to deepen customer relationship
- Derive strategy for the bank to drive the acquisition and usage for different accounts, products & services
- Conduct partnership with strategic partners for various marketing initiatives to increase customer & product acquisition

##### Requirements:

- Bachelor degree holder
- Minimum 8 years of working experience and track record in Premier Banking segment
- Proficient in product development and management, data analytics, project management, process-thinking, and compliance matters
- Practical experience in banking product development and management will be a plus
- Good command of English and Chinese

#### Relationship Manager, Cross Border – Retail Sales Department

##### Responsibilities:

- Actively acquire and prospect new Premier Banking offshore customers, develop and strengthen their relationship with the Bank
- Contribute to the bottom-line of Premier Banking through the accomplishment of profit and growth targets
- Identify customer needs and opportunities
- Manage the relationships with new and existing affluent customers through professional consultative financial analysis
- Up-sell, cross-sell and provide regular market information
- Ensure superior customer service and contribute to the overall customer experience of Premier Banking
- Compliant with local laws, regulations, bank's policies, including risk management policies and procedures

##### Requirements:

- Bachelor Degree or above with minimum 3 years of sales experience preferably in a banking environment
- Sound knowledge of banking products, in particular wealth products in Mainland, HK and Macau
- Team player, sales-driven with good interpersonal skills

- Good presentation and communication skills
- Good command of written and spoken English, Putonghua and Chinese
- Proficiency in MS office applications
- Able to adapt well in a sales and service oriented environment

**Candidates with less experience will be considered as officer grade.**

## **Wealth Management Manager – Retail Sales Department**

### **Responsibilities:**

- Establish and strengthen the relationships with high-net-worth customers
- Identify customers' needs by providing thorough financial analysis
- Provide professional wealth management services and solutions to customers
- Develop and grow a portfolio of new potential customers

### **Requirements:**

- Bachelor degree holder in Finance, Economics or related fields
- Minimum 5 years of experience in serving affluent customers
- Holder of insurance agent license, with CFA or CFP qualification is most preferred
- Excellent communication skill and good command of English and Chinese
- Proactive and self-motivated

**Candidates with less experience will be considered as officer grade.**

## **Branches**

### **Senior Officer**

#### **Responsibilities:**

- Monitor counter operations to ensure full compliance with bank policies and procedures
- Develop and maintain customer relationship to ensure high level of customer satisfaction
- Review branch documents and authorize branch transactions to ensure compliance and accuracy
- Assist to motivate and coach front line staff to provide high quality of customer service to clients
- Perform cashier duties, handle ATM/CDM close-out, act as cash vault key/combo combination custodian
- Handle customers' loan applications and prepare credit proposal
- Handle general enquiries from other branches, internal departments and other stakeholders
- Handle clerical work for branch operations

#### **Requirements:**

- Bachelor degree holder
- Minimum 5 years of experience in branch network of retail banking
- Able to work independently and with good team spirit
- Solid understanding on AML/CDD process

- Proficient in English and Chinese

## **Teller**

### **Requirements:**

- Bachelor degree holder
- Working experience is preferred but not essential
- Pleasant character with good communication skills
- Proficient in PC applications
- Good command of English and Chinese

## **OUR BENEFITS**

As rewards to high achievers, we offer an attractive remuneration package which includes:

- Year-end bonus plus performance bonus
- Meal allowance
- Medical coverage
- Life insurance
- High-yield payroll account
- Low-interest staff mortgage plan
- Provident fund scheme
- Paid annual leave
- Education allowance
- Sales incentive

## **HOW TO APPLY**

If you would like to head start your career in a fast growing organization, please send your application with position reference no. and your recent photo to our bank:

By Mail:            Human Resources Department  
                         OCBC Wing Hang Bank Limited  
                         241 Avenida de Almeida Ribeiro, Macau

By E-mail:        career\_mac@ocbcwh.com

**\*Personal data collected will be kept confidential and used for recruitment purpose only.**