

Assistant Vice President, Customer Relations (E-Business)

Ref: AVPCR/EB/010212IN

Responsibilities

- Leads the customer relations team and manage Call Centre to provide quality after-sales service and enhances customer satisfaction
- Formulates strategies to maintain good customer relationships and increase account activity
- Ensures customer account opening procedures are in compliance with regulatory requirements & guidelines
- Provides product information and cross-sell Company's products to customers in accordance with their needs
- Ensures timeliness and displays tact and professionalism in handling customer complaints
- Handles telephone, email and other sources of enquiries and requests from customers & internal departments
- Reviews customer relations reports and monitors customer service levels
- Assists in the execution of marketing and promotional initiatives

Requirements

- Degree holder in Business, Finance, Communication or related disciplines
- Minimum 5 years experience in financial services industry or in a customer relations role with experience in managing / leading a Customer Service team or Call Centre is an advantage
- Relevant SFC license holders are preferred
- Good knowledge of equity markets and various kinds of investment products
- Familiar with KYC and account opening procedures
- Customer-focused and service-oriented with strong relationship management skills
- Able to multi-task, work under pressure and has initiative
- Strong leadership skill with good coaching, interpersonal and communication skills
- Good command of spoken and written English, Chinese and Putonghua
- Proficiency in MS Office and internet skills

We offer a competitive remuneration package to the right candidate. Please send your resume with **present and expected salaries** to **Human Resources Department** via email to hr@shkf.com (Please quote reference number for the job application).

(We are an equal opportunity employer and welcome applications from all qualified candidates. All applications will be treated in the strictest confidence. Personal data provided will be used for recruitment purposes only. We do not assume any risks of disclosure of personal information prior to receipt of applications.)

