

## Job Advert Details

### Why join us? (Overview of Dept./Function)

SGH Banking Operation SMEs are specialized in handling all enquiries / investigations and providing guidance related to for all WPB banking operations under Account servicing, Opening, Closing for Singapore customers. The team liaises directly with the Singapore frontline teams, other departments as well as external vendors. The process is attached to the Singapore Online Account Maintenance team which focuses on Account Opening, Account Servicing, Customer Maintenances, Account Closures and Time Deposits for the Singapore customers.

### The Opportunity: (Brief Overview of the Role)

To acquire a broad understanding of Singapore online account maintenance and its sub processes; be able to monitor enquiry tickets, transfer technical knowledge, handle escalations and clearing work accordingly on a daily basis whilst ensuring all quality parameters of the process are met/exceeded.

### What you'll do: (List out Key Responsibilities)

- Develop own understanding of how your role impacts on customer experience (in team meetings; internal communications and recognition schemes). Working on feedback received from internal customers, or those who service our customers. Voicing concerns/challenges in providing customer service, in the appropriate forum or meeting.
- Commit to deliver consistent and fair outcomes for customers – escalate potential and identified risk of unfair outcomes for customers in a timely manner.
- Suggest and instigate simplified process improvements that have measurable benefits for the customer (improved customer experience / reduced customer effort) within their team / department / Business Service and ensure procedures are up to date.
- Take personal ownership in customer interaction, deliver a right first time outcome and aims for first point of contact resolution. Works well with others, actively listening and able to gain a greater understanding of the requirement.
- Actively contributing towards a continuous process improvement culture within the team. Sharing best practices and knowledge with colleagues.
- Ensure that all assigned tasks including completion of end of day checks, auditing, approving work items in accordance with the limits delegated by the process management, accurate error logging and providing honest and timely error feedback to the staff members are carried out as per the agreed PLA's/ Internal Targets for the process.
- Ensure all instances of Input Quality errors identified during audit checks and error log individuals if IQ error not logged
- To contribute effectively towards the team performance and manage for value at all times.
- To meet all targets on customer service, quality, call handling time, productivity and accuracy.
- Ensuring that work is / calls are handled / tasked are processed/completed in accordance with procedures.
- Ensuring that all data required (e.g. walk-away codes, leave requests, absence requests, timesheets, leave requests, absence requests and ad hoc process information) are completed and updated in a timely manner.
- The candidate would be required to maintain and improve on the Rate per Hour (RPH) as agreed by the business for the relevant process.
- The level of quality required to be maintain is also agreed for each process and is required to constantly maintain the required level with an aim to have 0 losses.
- Ensure the procedures are reviewed and updated regularly as and communicated by the Business.
- Training and refresher trainings are carried out for staff consistently where necessary.
- To work hand in hand with the AMOs of the department to ensure department priorities are met at all times, including conducting L2 control monitoring on a quarterly basis.
- Monitoring 'Service Quality' of the team to ensure high Customer Service Standards.
- Drive rigorous and Customer centric Quality Campaigns and initiatives to increase Quality awareness in the team.
- Recognize, reward and set high internal service excellence benchmarks to ensure customer delight.
- Problem situations are proactively identified, resolved and escalated to give maximum customer satisfaction. Appropriate measures are taken to improve quality and prevent recurrence.
- Customer issues are handled sensitively and receive full consideration.
- Lead by example through service excellence and drive Quality initiatives for improved Customer Satisfaction.
- Strike balance among Task, Team and Individual to inspire and influence Staff to bring in their best
- Create a robust team environment where skills and knowledge are openly shared to achieve team and business goals.
- Knowledge and experience are shared with team members, providing assistance on referred / technical issues.
- Advice and guidance is given in a constructive manner

## Qualifications

### What you will need to succeed in the role: (Minimum Qualification and Skills Required)

- Strong knowledge of the Singapore Processes, all 5 sub areas and sound knowledge of SGH business systems (Essential)
- Strong communication and coaching skills (Essential)
- Ability to work well under pressure with a high degree of accuracy (Essential)
- Leadership skills, with the ability to maintain a good business rapport and effectively develop a wide range of people.
- Ability to learn quickly, transfer knowledge appropriately, understand and interpret numeric data.
- Ability to initiate process improvements.
- The ability to create simple MI dashboards in excel or any other format and maintain performance related information.
- Good organizational skills and ability to work with minimal supervision.
- Flexibility across shifts.
- Ability to be proactive in projecting and handling crisis situations and taking appropriate / timely decisions.

### Want to Apply?

- All applicants must have successfully completed their probation period
- All applicants must have a minimum performance rating of Good and behavior rating of Good in the last year end appraisal
- All applicants should have served at least 18 months in their current functional role and department
- Applicant should inform their Line Manager prior to applying
- Application form should be submitted on CareerLink along with their updated CV
- All the completed applications should be submitted on CareerLink by 11:59 PM on the closing date
- Applicant should not been previously declined for the same position within the last 6 months on the date of submission of their application & the time of selection.
- Applicant should not been on ANY form of Corrective Action within the last 6 months from the date of application
- Right to work is required. Local employment rulings and restrictions will apply.
- Applicants who meet the required minimum score at the interview may be placed in a pipeline for a period of 3 months to fill any vacancies which may arise for the same position during the immediate 3 months from the IJP closure date. The final decision to place an individual in the pipeline rest with the business head concerned
- Applications of candidates who do not adhere to guidelines during any technical assessment that is conducted as part of the selection process will be disqualified and not progressed thereon.