

## Phone Banking Agent

Wealth and Private Banking  
HSBC Continental Europe, Greece

### **In this role you will need to**

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- To respond to and resolve the needs of customers via routine telephone banking enquiries according to established procedures and within authority level.
- To provide customer with information about products and services offered through HSBC Greece during inbound and outbound calls.
- To perform transactions for Phone Banking subscribers and take every opportunity to generate income/cost savings for the business through cross sales in order to achieve individual goals.
- To use Call Centre systems effectively in order to facilitate the daily workflow of the department.
- To handle customer complaints and offer solutions.
- To encourage and educate customer to use IVR system for daily needs

### **To be considered for this role, you will also need**

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- Good knowledge of Phone Banking gained through 1-2 years working experience.
- Sound knowledge of the Wealth and Private Banking environment and business ethics.
- Ability to identify customer needs and recommend alternative solutions to meet those needs.
- Strong commitment to business targets and ability to work effectively under pressing conditions
- Knowledge and experience of credit and debit cards will be considered an asset
- Clear understanding of banking procedures, processes, regulations and policies affecting WPB business.
- Ability to work in shifts.
- Good knowledge of PC applications (Excel, Word, etc.) and banking systems
- Strong verbal and written communication skills in Greek and English.
- Basic analytical skills. Strong interpersonal skills, team player.

### **You'll achieve more when you join HSBC**

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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.

Interested applicants are invited to submit your Curriculum Vitae  
in the [online application](#) .

Please choose **Call Centre** in the Areas of Interest.