

Retail Banking Division

Officer - Branch Operations

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/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

OUR BENEFITS

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

- Performance bonus
- Meal allowance
- Sales incentive
- Provident fund scheme
- Medical coverage
- Paid annual leave
- Education subsidy
- Low-interest staff mortgage plan
- High-yield payroll account
- Dental insurance

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 Bank (Macau) Limited
241 Avenida de Almeida Ribeiro, Macau

By E-mail: career_mac@ocbc.com