



OPERATIONS MANAGER, SERVICE DELIVERY

Recruitment Information

Job Code		Industry	Tài chính / Ngân hàng
Location	HCM,	Type of contract	Permanent Employee
Salary	Competitive	Type of job	Full Time
Career level	Quản lý	Qualification	
Age	Unlimited	Other extras	

Company Description

HSBC, one of the leading banking and financial service organisations in the world, is looking for a high-calibre Vietnamese candidates for its offices. The job offers excellent career potential and attractive remuneration packages.

Job description

- Ensure team members comply with BIM/FIM regulations, audit recommendations, local regulations and DIB procedural guidelines
- Ensure team members maintain a high standard of customer service delivery
- Contribute towards the continuous improvement of the department
- Maintain HSBC control standards and follow Group Compliance Policy to minimize operational risk- Contribute towards the development and performance of staff

Skills required

- University graduate
- At least 3 years of experience in an operations/processing environment
- At least 2 years experience in managing teams (>10 staff) to deliver aggressive performance targets
- Familiar with workflow management and process designs
- Demonstrates strong initiative and analytical skills in problem solving
- Customer service oriented with an ability to motivate team members to think out of the box

Other Information

probation time

Working time

Working experience 3 year(s)

Training opportunities

Working environment

Annual leave

Benefits

Contact Information

Name Human Resources Department
Company HSBC Vietnam
Address The Metropolitan, 235 Dong Khoi Street,
District 1, HCMC

Tel 08-38292288
Fax 08-38230530
Email humanresources@hsbc.com.vn
Email 2