

Investment Services Officer

Responsibilities:

- Assist the branch offices to provide professional investment service in the areas of securities dealing, wealth management and client service
- Provide market information and investment advice upon client's request
- Execute clients' dealing orders of Hong Kong stock market
- Establish and maintain good clients' relations and provide quality services to address their needs such as account openings and answer enquiries
- Attach to branch to assist daily operation
- Support business development and participate in investment seminar
- Promote service quality and participate in various profession upgrade training

Requirements:

- Degree in Economics or Finance related disciplines / Degree or Associate Degree in any disciplines with HKSI paper 1, 7 & 8 / Non-degree holder with relevant experience
- Excellent interpersonal and communication skills, customer oriented
- Mature, good team player and willing to learn
- High level of initiative, accuracy and patience
- Qualified to be registered as licensed representative under SFC
- Good command of Chinese and English
- Candidates with less experience or lower qualification will be considered as Assistant Officer

Investment Services Officer (Call Centre)

Responsibilities:

- Assist the call centre in Mong Kok to provide professional investment service in the areas of securities dealing, client service and answering enquiries
- Execute clients' dealing orders of Hong Kong stock market
- Establish and maintain good clients' relations and provide quality services through telephone
- Provide market information and investment advice upon client's request
- Support business development and participate in investment seminar
- Promote service quality and participate in various profession upgrade training

Requirements:

- Degree in Economics or Finance related disciplines / Degree or Associate Degree in any disciplines with HKSI paper 1, 7 & 8 / Non-degree holder with relevant experience
- Good command of Chinese and English, fluency in Cantonese is a MUST
- Excellent interpersonal and communication skills, customer oriented
- Mature, good team player and willing to learn
- High level of initiative, accuracy and patience
- Qualified to be registered as licensed representative under SFC
- All Nationalities with right of abode in the HKSAR are welcome to apply

Customer Services Officer

Responsibilities:

- Understand the profiles of different customers
- Identify the needs and expectations of customers and refer to relevant business team
- Assist in handling different types of customer enquiry to enhance customer satisfaction via telephone, email and face-to-face
- Assist in opening accounts for customer
- Assist in handling feedback and complaints from customer
- Assist in managing customer relationship professionally
- Collaborate with internal departments to deliver quality service of company standard

Requirements:

- Degree in Business related disciplines
- Non-degree holder with relevant experience will be also considered
- Professional qualification in HKSI Paper 1, 7 & 8 and IIQE Paper 1 & 3 will be an advantage
- Understanding the philosophy of service excellence and importance to company
- Demonstrating customer-centric mindset
- Experience in referring customers to relevant business team is an advantage
- Good knowledge of financial products will be an advantage
- Good command of English, Cantonese and Putonghua
- Customer-oriented and strong communication skills
- Proactive, patient, good services attitude, detailed oriented and a good team player

Operation Officer

Responsibilities:

- Perform daily settlement duties including securities settlement, handling operation of CCASS and DCASS and physical scrip deposit and withdrawal
- Assist in preparing daily settlement report
- Communicate with clients and internal departments for smooth settlement process
- Undertake ad-hoc tasks assigned

Requirements:

- Degree holder in any discipline with relevant experience is a definite advantage
- Non-degree holder with relevant experience will be also considered
- Good command of spoken and written in English and Chinese
- Good PC knowledge, MS Office and Chinese word-processing
- Detail-oriented with good communication and problem-solving skills