

## Manager, Clearing Operations - (1800028343)

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**Job** Retail Banking

**Primary Location** Greater China and North Asia

**Schedule** Full-time

**Global Grade:** Grade 7

**Employee Status** Permanent

**Posting Date** 14/Feb/2019

**Unposting Date** 16/Apr/2019

### Ready to take the next step in your career with us?

To us, good performance is about much more than turning a profit. It's about showing how you embody our valued behaviours - do the right thing, better together and never settle - as well as our brand promise, Here for good.

We're committed to promoting equality in the workplace and creating an inclusive and flexible culture - one where everyone can realise their full potential and make a positive contribution to our organisation. This in turn helps us to provide better support to our broad client base.

### The Role Responsibilities

- Manage a Clearing Operation team to provide operation support and processing including but not limited to Cheque, Autopay, CCASS, Payroll, Book Transfer, Internal Transaction Posting, etc.
- Plan, direct, operate a Clearing Operation team to ensure a high quality and low cost service is delivered to internal and external customers.
- Constantly review current workflow and operating procedures, system and practice to ensure that they are in compliance with the laid down Policy, Processing Standard and Procedure Manual.
- Identify improvement opportunities and initiate procedure streamlining, process re-engineering and rationalization to maximize productivity and resource utilization and improve service quality.
- Ensure the full deployment of human resources within the team by recruitment, training, manpower planning and development staff to full extent.

- Handle complicated internal and external customer inquiries / complains / incidents independently, confidently, reliably and timely with professionalism.
- Manage or participate in multiple projects to ensure projects are delivered according to target scope and schedule within budget, deliverables are aligning with requirement and implementation is smooth.
- Perform other duties as delegated and assigned by the management.

## **our Ideal Candidate**

- Degree or above in Business Administration, Information Technology, Operation Management, or related disciplines
- Strong experience in banking operation and branch operation with relevant exposure or experience in cheque clearing and electronic clearing operation
- Proven supervisory or managerial experience in managing an operation team
- In depth knowledge in banking and finance field, good awareness of risk and sensitive to identify operation irregularity with customer service oriented mind
- Mature, responsible, self-motivated, independent, positive attitude and willing to accept challenges.
- Able to work multitask, under pressure, tight deadlines and stressful environment.
- Good team player and mentor with good leadership, strong communication, interpersonal skills, problem solving skills and stakeholder management skills.
- Proficient in PC applications including Outlook, Excel, Word, PowerPoint, knowledge on Project Management Tools a definite advantage
- Good command of spoken and written English, Mandarin preferable
- Able to work on shift duty a definite advantage
- Apply now to join the Bank for those with big career ambitions.

If you're ready to take on your next challenge, apply now.