



### **Authorizer, Retail Credit Approval & Administration**

#### **Responsibilities:**

- Handle incoming and outgoing authorization request
- Handle lost/stolen card reported by customer
- Support 24 hours customer service hotline
- Handle and monitor online high risk transactions
- Handle ad-hoc task as assigned.

#### **Requirements:**

- Form 5 graduate with passes in HKCEE including Chinese, English and Mathematics or above
- Minimum 1-2 years customer service or banking experience is preferred;
- Understand relevant policies and procedures of the Bank and with the knowledge or relevant regulatory requirements;
- Good communication skills in spoken English and Chinese; Putonghua is a plus.
- Good computer knowledge, especially in MS office;
- English & Chinese typing;
- Rotated shift duty is compulsory
- Able to work under pressure and independently