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### Clerical, Service Associate (Sibu Branch Operations)

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Company: United Overseas Bank

Location: Malaysia

Category: other-general

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Posting Date: 17-May-2023 Location:

Bakri, Sarawak, MY

Company: United Overseas Bank (Malaysia) Bhd

#### About UOB

United Overseas Bank Limited (UOB) is a leading bank in Asia with a global network of more than 500 branches and offices in 19 countries and territories in Asia Pacific, Europe and North America. In Asia, we operate through our head office in Singapore and banking subsidiaries in China, Indonesia, Malaysia and Thailand, as well as branches and offices. Our history spans more than 80 years. Over this time, we have been guided by our values — Honorable, Enterprising, United and Committed. This means we always strive to do what is right, build for the future, work as one team and pursue long-term success. It is how we work, consistently, be it towards the company, our colleagues or our customers.

#### About the Department

The **Channels & Digitalization** function enables end-to-end seamless connectivity for UOB customers across all physical and digital touchpoints of the Bank. Designed to be in tune with our customers' banking preferences, we strive to enhance engagement and deliver exemplary experiences across our network of branches, self-service machines and digital platforms. We collaborate with FinTech ecosystem partners to keep abreast of developments in the FinTech innovation space and to embed ourselves in our customers' lives. We also harness customer insights to help us deliver new business models and digital innovations, and to

build deeper relationships with our customers.

#### **Job Responsibilities**

Provides services by completing account transactions such as receiving deposits, paying and other transactions.

Answers, attends and fulfils customers' needs and requests.

Educates customers and migrate them to Digital Platforms and Self-Service machines for seamless and convenient customer experience.

Explains and advises on and promote bank's latest products and services such as promotions, campaigns and rates.

Identifies opportunity to make relevant referrals and cross-selling activities.

Meets and greets walk-in customers, ushering them to relevant counters or workstations and ensuring customers are attended to promptly.

Attends to customers' enquiries and service issues promptly.

Supports and performs customer acquisition activities (onsite and offsite) through Corporate Employee Programme and other related programmes to on-board customers.

#### Job Requirements

A recognised Diploma in any field.

Minimum 2 years of working experience in Bank Branch Operations.

Demonstrates personal excellence by being positive under any circumstances.

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#### **Cross References and Citations:**

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