



JOB REF NO. CITI-06

JOB TITLE: GLOBAL CONSUMER GROUP (GCG) SERVICE MANAGER

JOB DESCRIPTION

To service the Citigold Private Client (CPC) customers in account enquiry, maintenance and service transactions on our consumer products and services, as well as supporting and assisting the Relationship Managers in the execution of processes, account opening, UT/Bonds/Notes deals input, CDD, compliance and system consultation.

RESPONSIBILITIES:

- Engage CPC customers through outbound service calls to deepen banking relationship with a team based approach.
- Review designated surveillance reports on anti-money laundering activities and transactions monitoring to ensure in compliant with established policies.
- Coordinate and assist with the documentation for the regular self assessment and internal reviews.
- Develop strong customer relationships and build customer loyalty through consistent delivery of error-free and timely service to meet customer needs.
- Ensure synergy between sales and service teams and exercise due diligence and independence while reviewing the transactions for CPC Relationship Managers.
- Comply with Citibank policies and procedures to ensure safety and security of bank's and customers.
- Provide referrals to CPC Relationship Managers when customer expressed interest in knowing more on products and services.
- Continuously look for improvement opportunities to increase customer satisfaction and work efficiency.

EDUCATION & QUALIFICATIONS:

- At least 3 years experiences in branch frontline service
- Knowledge of banking products and services as well as exposure to investment products and process would be an advantage
- Good communication and interpersonal skills
- Strong team player with good relationship management skills and problem-solving skills
- Meticulous and organized
- Proficient in Microsoft applications

Citi is an equal opportunity and affirmative action employer.

Qualified applicants will receive consideration without regard to their race, color, religion, sex, sexual orientation, gender identity, national origin, disability, or status as a protected veteran.