



### #03 - SERVICE EXECUTIVE, GROUP CHANNELS & DIGITALISATION [PART-TIME / FLEXIBLE / CONTRACT]

Location: Singapore  
Nature of Role: Part-time / Flexible / Contract

#### 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.

#### Group Channels - Singapore Branches

We are bank branches with extensive network locally and regionally, to serve customers holistically end to end through providing full range of banking products and financial advisory services in personal, business and commercial banking.

Primary role is to be a frontline bank ambassador, providing efficient and quality customer-focused service to improve the customers' banking experiences. To proactively identify opportunities and provide advisory services to drive new business acquisition and promote our Bank's services and products.

#### Job Responsibilities

- Attentive to customers queries and requests related to banking transactions.
- Actively offer advisory solutions to meet customer's needs.
- Be proactive to resolve service issues to escalate to manager if unresolved.
- Identify growth opportunities to value-add our customers via sales leads and referrals.
- Exercise vigilance when performing duties and highlight unusual and suspicious transactions



- Constantly support and participate in Bank's ongoing campaigns and programmes.
- Comply with established operational control and audit procedures and maintain a high standard of housekeeping at branch.

#### **Job Requirements**

- Fresh Degree graduates / Diploma with experience are welcome to apply.
- Strong passion to build meaningful customer relationships and enhance customer experiences.
- Effective listening skills with good problem-solving skills.
- Possess excellent multi-tasking skills and be able to function under pressure.
- Strong communication skills characterized by excellent writing and speaking skills.

#### **Be a part of UOB Family**

UOB is an equal opportunity employer. UOB does not discriminate on the basis of a candidate's age, race, gender, color, religion, sexual orientation, physical or mental disability, or other non-merit factors. All employment decisions at UOB are based on business needs, job requirements and qualifications. If you require any assistance or accommodations to be made for the recruitment process, please inform us when you submit your online application.