



#04 - SERVICE ASSOCIATE, MONEY CHANGING COUNTER (1 YEAR CONTRACT – RENEWABLE / CONVERTIBLE)

Location: Singapore, 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.

Job Responsibilities

- Operations & Customer Service
- Perform frontline counter transactions to meet customers' currency exchange needs with utmost accuracy and efficiency.
- Cross-selling of Bank's and Business Partners' services and products, e.g. SIM card, Travel Card, referrals for KrisFlyers and Cross Borders.
- Attend to customers proactively while upholding service excellence and maintain awareness of customer feedback, to escalate when necessary.
- Assist with other administrative duties assigned by team leader.
- Risk Management
- Escalate risk issues on a timely basis.
- Exercise vigilance when performing duties and highlight unusual and suspicious transactions.
- Risk and control issues are resolved on a timely basis.

**Job Requirements**

- Candidate must possess at least GCE 'N' level
- A pleasant personality and enjoys engaging customer
- Driven, self-motivated and a good team player
- Good interpersonal and communication skills
- Applications must be willing to work in Changi Airport and able to work 3 rotating shifts

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.