

At Everbright Sun Hung Kai, we serve with professional integrity. More than a claim, this describes the way we do business. A subsidiary of Everbright Securities Company Limited (SSE: 601788, HKEX: 6178), with Sun Hung Kai & Co Limited (HKEX: 86) as its substantial shareholder, Everbright Sun Hung Kai offers a full-fledged financial platform that provides excellent cross-border and world-class financial products, and superior solutions for our clients. As one of the leading financial institutions with a solid foundation and history of excellence since 1969, Everbright Sun Hung Kai operates four core businesses, Wealth Management and Brokerage, Corporate Finance and Capital Markets, Asset Management, and Investment and Financing, serving individual, corporate and institutional clients in Hong Kong, Macau, Mainland China and the U.K.

Our all rounded product and service suite, and our solid track record of delivering a steady return on equity while being committed to staff development, present enormous prospects for talents.

Now an exciting opportunity has arisen for a high-calibre professional to join our dynamic team for a rewarding career:

Associate, Service Operations (E-Business)

Ref: ASO/EB/IN

Responsibilities

- Responsible for daily service operations for customers, including account opening, new client on-boarding, customer enquiries and online platform-related operational support
- Execute customers' trading / settlement instructions, including corporate action events, and margin calls
- Handle client complaints and provide satisfactory resolution
- Take initiative in process improvement to drive business and operational efficiency
- Monitor competitors' activities to keep abreast of changes in the market and propose time-to-market actions to management

Requirements

- Degree holder in related discipline
- Minimum 2 years' relevant experience in financial services industry
- Familiar with financial products and services and/or technology platforms would be an advantage
- Holder of SFC license for Type 1 and/or Type 2 regulated activities is preferred
- Strong drive of service excellence, self-motivated and detail oriented
- Good command of both written and spoken English and Chinese, proficiency in Putonghua is preferred

Candidate with more experience will be considered as **Senior Associate**.

We offer a competitive remuneration package to the right candidate. If you are interested in the post, please send your resume together with your **present and expected salaries** through online application by clicking the "QUICK APPLY" button.

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For more information about our company, please visit www.ebshk.com.

We are an equal opportunity employer and welcome applications from all qualified candidates. All applications will be treated in the strictest confidence. Personal data provided will be used for recruitment purposes only. The job applicant will assume all or any risks arising out of or in connection with the job application transmission process prior to our actual receipt of the same including but not limited to accidental or unauthorized loss or disclosure of personal information, to which we will not be responsible in any way.

Under the Personal Data (Privacy) Ordinance, you may request access to, and / or correction of your personal data in relation to your application. If you wish to do so, please email to hr@ebshk.com.