

## **Cashier - Alderney**

### **Some careers shine brighter than others.**

If you're looking for a career that will help you stand out, join HSBC and fulfil your potential. Whether you want a career that could take you to the top, or simply take you in an exciting new direction, HSBC offers opportunities, support and rewards that will take you further.

As an HSBC employee Channel Islands and Isle of Man (CI/IM), you will have access to tailored professional development opportunities and a competitive pay and benefits package. This includes private healthcare for all employees, enhanced maternity and adoption pay and support when you return to work, and a contributory pension scheme with a generous employer contribution.

We are currently seeking an experienced individual to join this team in the role of **Cashier**

**Our ideal candidate would work as part of a job share which would be Tuesday-Thursday 9-5 covering 21 hours. However, we are open to full time applicants also.**

A branch based customer facing role providing the first point of contact for HSBC customers, responsible for providing a high quality, personalised, friendly, efficient and customer-driven service by pro-actively identifying and addressing customer needs. Primary responsibility is to provide high quality service to our customer base by handling cash withdrawals and deposits, whilst delivering a consistently excellent customer experience.

### **In this role, you will:**

- Deliver an exceptional customer service experience
- Ensure accurate cashiering activities.
- Help customers to understand how they can flexibly use HSBC services through Internet Banking, phone Banking & Self-service points, to meet their varying needs.
- Build rapport with customers whilst accurately and promptly resolve queries
- Gain comprehensive knowledge of the Bank's full range of products and services to enable you to connect the customer to the best possible service.
- Work collaboratively with colleagues to ensure every need of the customer can be met within the wider branch team.

### **To be successful in this role you should meet the following requirements:**

- Have a passion for continuously delivering a superior customer service.
- Pride yourself in consistently delivering a personalised, friendly and efficient service at all times.
- Uphold high standards of quality ensuring accuracy.
- Previous experience working in a customer focused environment
- Demonstrate strong communication skills which will enable you to engage in effective conversations with customers to build strong professional rapport

**Our ideal candidate would work as part of a job share which would be Tuesday-Thursday 9-5 covering 21 hours. However, we are open to full time applicants also.**

For further details and application information please click "Apply"

**You'll achieve more when you join HSBC.**

As a business operating in markets all around the world, we believe diversity brings benefits for our customers, our business and our people. This is why HSBC is committed to being an inclusive employer and encourages applications from all suitably qualified applicants irrespective of ethnicity, religion, age, physical or mental disability/long term health condition, marital status, sexual orientation, gender identity, gender expression, genetic information (including characteristics and testing), military and veteran status, and any other characteristic protected by local law in the jurisdictions in which we operate. Within the work place you will have access to various employee resource groups which aim to promote and achieve a healthy work / life balance and support our diversity ambitions. HSBC has in place processes in order to avoid nepotism, which means to avoid creating circumstances in which the appearance or possibility of conflicts of interest may exist within the hiring process.

We want everyone to be able to fulfil their potential which is why we provide a range of flexible working arrangements and family friendly policies.

Personal data held by the Bank relating to employment applications will be used in accordance with our Privacy Statement, which is available on our website.

**Recruitment Helpdesk:**  
**Email: [hsbc.recruitment@hsbc.com](mailto:hsbc.recruitment@hsbc.com)**  
**Telephone: +44 2078328500**