

Exciting Career Opportunity

Foreign Trade Bank of Cambodia (FTB) has been providing customers with safe and reliable banking services since 1979. As the first and foremost bank in Cambodia, FTB's vision is to be the preferred commercial bank in Cambodia. FTB is committed to continually helping support customers to grow and prosper while offering stable and long term career opportunities for all staff. As we continue to expand the operation and to build a high performing team to support long-term sustainable growth, we are looking for highly motivated and qualified candidate to join with our "*Employer of Choice Bank*":

Manager, Digital Products & Services (01 position based on Head Office-Phnom Penh)

This role is responsible for managing team specializing in card issuing and acquiring, and digital product development to support the business growth of FTB.

Main Duties

- Oversees performance and productivity of digital products and services office to promote fee income; ensure effective management with branches and Customer Care Center in communicating digital products and services campaigns, business support, and development or improvement of business/operation processes, policies, and guidelines.
- Allocates resources to support new/existing digital products and services development or customization projects.
- Manage clearing and settlement with partners, card schemes, 3rd parties, and regulators and liaise with them to resolve issues and expand business and coverage.
- Supervises dispute resolution and customer complaints with regards to utilization of digital products and services with relevant parties including reporting to competent authorities.
- Proposes operation action plans and business strategies to senior management to achieve long term business growth and sustainability of digital banking department.
- Liaise with concerned departments and business units to successfully rollout digital products/services to the market while ensuring compliance and instant risk mitigation.
- Provide regular and ad hoc trainings on new/existing digital products/services to sales teams, branches, customer care center card center, and other need-to-know employees.

Skills/ Experiences

- At least tertiary qualification in business, finance, management, or related fields.
- At least 5-year experience in banking field with track records in product/service UAT, process and policy development, launch, implementation strategies, clearing and settlement with card scheme and partners.
- Good team member and leader with ability to build up rapport with departments and business units across the bank.
- Result-oriented personality with motives to drive and achieve defined targets.
- English proficiency, excellent interpersonal, writing and oral communication skills, ability to work under pressure, and excellent computer literacy, e.g., MS applications, and other computer programs.
- A strong desire to work in a team and deal with challenge.
- Good organizational skill, time management, and team building.
- High initiative, commitment, good communication and problem solving skills.

How to Apply:

Submission Deadline: 30 September 2020 at 5.00 PM

Interested applicants, please send by email attached with a cover letter and your most updated CV (**with current photo**) to: HR@ftbbank.com or submit the hard copy at Our Head Office, Building No. 33 C-D, Tchecoslovaquie Blvd (169), Sangkat Veal Vong, Khan 7 Makara, Phnom Penh. Only short-listed candidates will be contacted for interview.

More information, please kindly contact phone number: 081 666 597/081 666 535