

## Exciting Career Opportunity

Foreign Trade Bank of Cambodia (FTB) is the first commercial bank in Cambodia, a truly local bank trusted since 1979. FTB has been providing customers with safe and reliable banking services. With the vision to be the preferred commercial bank in Cambodia, we continue supporting customer to grow and prosper while offering stable and long term career opportunities for all staff. As we are expanding the operation and building a high performing team to support our long-term sustainable growth, we are looking for highly motivated and qualified candidates to join with our “Employer of Choice Bank”

### **Head, Operation Support Department** (01 position based in Head Office, Phnom Penh)

This role is responsible for managing and leading the Operation Support Department and directly reported to Chief Operating Officer.

#### **Main Duties**

- Lead and motivate staff under the Operation Support Department in order to provide reliable and consistent support to all related functions within Foreign Trade Bank of Cambodia (FTB).
- Manage, supervise, and oversee all offices, units and functions within the Operation Support Department including clearing services, domestic remittances, network-wide cash management, reconciliation and settlement.
- Work closely with other functions such as IT and Branch Network to improve process by automating from manual where possible.
- Develop, update, and implement the department manual, guidelines and procedures to ensure accuracy, efficiency, and compliance.
- Manage, supervise, and monitor cash management of all branches and provide cash transit between branches.
- Work with related departments to ensure that cash management and movement across the network are in line with the approved process and guidelines.
- Manage to ensure cash level is sufficiently maintained across the network, branches, and ATM network, and cash report is reconciled and produced as per the required process.
- Immediately escalate and find solution to any issues or incidents regarding with the Operation Support Department.
- Ensure all cash withdrawal from NBC and provide to branches on time and properly, and supervise the strong room and the daily cash transfer within the network.
- Solve and follow-up all issues related to cash deposit/withdrawal in clearing house.
- Build a good relationship with NBC and other banks.
- Process outgoing fulfillment, retrieval request, chargeback and other dispute activity under CSS, Visa and other scheme dispute resolution process and rules for issuing and acquiring.
- Verify and process all related payment and expense under Card Centre and before payment is made by banking Finance Department.
- Perform transaction receipt debit and credit adjustment related cardholder, merchant and other upon approval.
- Perform other tasks assigned by senior management.

#### **Skills/ Experiences**

- Bachelor's Degree or MBA in Management, Finance and Banking, or related field.
- At least 8-year banking experience with strong leadership and track record in banking operation.
- Sound knowledge on local regulatory requirements.
- A strong desire to work in a team and deal with challenge.
- High attention to details and accuracy.
- Practical knowledge and experience in operation, operational risk, and compliance.
- Solid skills in planning, organizing, and problem solving.
- Customer centric mindset in managing the operation function.

#### **How to Apply:**

**Submission Deadline:** 15 Mar 2021 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](mailto: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

☎ : 023 862 111

E-mail: [hr@ftbbank.com](mailto:hr@ftbbank.com)

[www.ftbbank.com](http://www.ftbbank.com)

 : [www.facebook.com/ftbcambodia](https://www.facebook.com/ftbcambodia)