



Vacancy Announcement



FTB

ធនាគារពាណិជ្ជកម្មជាតិកម្ពុជា
Foreign Trade Bank of Cambodia

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”

Manager, Branch Service Quality Unit

(01 position based in Head Office)

The primary function of the position is to ensure standardized and high quality service as set by FTB can be provided for the satisfaction of our clients.

Main Duties

- Ensure a high level of internal and external customer service
- Investigate (and correct) customer issues and complaints relating to service quality
- Supervise branch staff engaged in customer service to ensure reliable, high quality of customer service can be achieved, as well as reduce waiting and serving times
- Formulate, document and maintain service quality standards at all times
- Conduct service quality inspection at branches on quarterly basis and produce report for management
- Conduct Root Cause Analysis to identify triggers for a customer dissatisfaction and rollout/ implement trainings in co-ordination with the training team.
- Introduce, implement and monitor processes to manage change, encourage team spirit and communication between departments and across all FTB branch network
- Other ad-hoc tasks as requested by line manager

Skills/ Experiences

- Bachelor degree in business administration, banking or other related fields.
- At least 3-year experience related to customer service with Bank/MFI is preferable
- Ability to work effectively in a team and/or time-pressured environment.
- Organizational, time management, and strong communication skills (written and verbal)
- Computer literacy; in particular, Microsoft Word, Excel and Power Point.

How to Apply:

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, Tcheoslovaquie 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

www.ftbbank.com

f : www.facebook.com/ftbcambodia

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Investing in the future