



# Vacancy Announcement



## 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”

### **Branch Manager** (02 Positions based in Phnom Penh)

This role is responsible for leading and running the branch’s business to achieve outstanding results including the delivery of branch sales targets for products and sales referrals. The incumbent will drive superior branch performance through the provision of excellent services and ensures customer transactional and sales needs are identified and met.

#### **Main Duties**

- Manage the branch’s business to deliver outstanding results in all areas including deposit and loan growth, revenue growth, productivity, and branch profit
- Identify business growth opportunities, propose action plans and implement marketing activities to capture the business
- Lead the team to develop and build client networks and maintain good relationship to increase the business. Understand customer’s financial circumstances and propose the products and services to meet the needs
- Provide regular coaching to staff to ensure continuous improvement in the delivery of customer services
- Proactively identify and address areas of customer dissatisfaction, follow up and resolve customer complaints
- Monitor competitors’ activities, report and make recommendations
- Work closely with compliance team to drive and support adequate training to ensure all staff are aware of bank policies, risk management and compliance requirements
- Coach, lead and empower the team to achieve best performance and maintain an open, honest and satisfying team work environment

#### **Skills/ Experiences**

- Bachelor Degree in Banking or related field. MBA is preferable
- Three years’ experience in bank branch management
- Strong customer network and relationship building skills
- Good organizational and time management skills
- A strong desire to work in a team and deal with challenge
- Excellent negotiation and internal & external relationship building
- Computer literacy and English language proficiency

#### **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](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 7Makara 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)

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Investing in the future