



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 customers to grow and prosper while offering stable and long term career opportunities for 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”

VIP Relationship Manager (05 Positions based in Phnom Penh)

This role is responsible for leading a small team doing sales and marketing activities targeting VIP customer set, increase customer base, acquire new customers and cross selling existing/ new products to meet the branch target. This role is also to ensure great services and experience provided to the customers.

Main Duties

- Operate and lead to acquire new business and manage exiting customers to achieve the business target.
- Develop new strategies to improve client satisfaction.
- Build positive and productive relationships with clients for business growth.
- Understand customer needs and develop plans to address them.
- Cross sell bank product to optimize the revenue.
- Identify and maintain good relationship with key internal and external contacts and influencers to help drive business growth
- Work collaboratively with all relevant internal team members to offer highest service quality to customers
- Ensure that the highest quality of service is offered in the VIP premises at all the time.
- Ensure that client requests and complaints are handled timely and accurately.
- Maintain up-to-date knowledge about company products and services.
- Champion the implementation and sustainability of the VIP Service Proposition.
- Coach, lead and empower the team to achieve best performance and maintain an open, honest and satisfying team work environment.
- Ensure full compliance with the bank’s policies and procedures
- Other tasks assigned by the management.

Skills/ Experiences

- Bachelor Degree in Banking, Management or related field.
- At least 3 years’ experience in related areas.
- Strong customer service and result-oriented personality
- High initiative, commitment, good communication and problem solving skill.
- Good organizational skill, time management and team building.
- A strong desire to work in a team and deal with challenge.
- English language proficiency, the Chinese language is a plus (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, 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

www.ftbbank.com

f : www.facebook.com/ftbcambodia

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Investing in the future