

## 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**”

### Staff of Customer Care Center- Morning Shift & Night Shift (02 positions based in Head Office)

This role is responsible for answering phones to respond to orders, general customer inquiries, and customer complaints. Call center staff is required to project a professional FTB bank image through phone interaction by building a thorough understanding of the client's service requirement and focus on providing best service quality to the clients.

#### Main Duties

- Answer calls professionally and respond to customer's inquiries as quickly as possible
- Handle and resolve customer complaints
- Provide customers with products and services information
- Identify and escalate priority issues
- Produce call reports and report issue / problem to the supervisor in a timely manner
- Provide outstanding and consistent services to provide solution to customers
- Create and maintain an environment which is easy and friendly experience for customer through highly professional service level
- Research required information using available resources
- Perform other duties as assigned by the supervisor

#### Skills/ Experiences

- Bachelor Degree in Banking or related field
- Experiences in Call Centre operations
- Knowledge of customer service principles and practices
- Knowledge of call center telephony (Avaya System) and technology
- Being able to deal with all types of people
- Demonstrate superb customer service skills
- Excellent interpersonal and verbal communication skills
- 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 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