

## 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, Ecommerce Telesales Unit (01 position based on Head Office in Phnom Penh)

This role will directly report to Ecommerce Telesales Unit Manager and responsible for improving and growing a business, by fostering and developing relationships with customers, suppliers and other partners through phone calls, enhancing the operation of the business and improving profitability through careful strategic planning and positioning in the appropriate markets.

#### Main Duties

- Assist to develop business plan, promotional strategy and activities so as to attract and grow new client relationship.
- To promote banking ecommerce and other facilities/products through telephone calls.
- Contacting potential or existing customers by telephone to inform them about a product or service using scripts
- Ability to identify customers' needs and present the right ecommerce service and other Bank's products and services based on identified customers' needs.
- To follow up on customer's applications and other relevant requirements.
- To handle pre-sales and post sales queries.
- Banking products and services knowledge.
- Identify and log positive and negative customer remarks to facilitate improvements in customer satisfaction.
- Maintain a positive work environment that fosters collaboration.
- Keep records of calls and sales and note useful information.
- Other tasks assigned by manager.

#### Skills/ Experiences

- Bachelor's Degree in Management, Finance and Banking, or related field.
- Fresh graduates are encouraged to apply.
- Excellent interpersonal skills with the ability to communicate with customers at all levels.
- Experiences in call center job.
- Sales / Telesales background (plus point).
- Excellent follow-up and follow-through skills.
- Strong phone presence and experience in making multiple calls per day.
- Knowledge of sales process from initiation to close.
- Good organizational skill, time management, and team building.

#### 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