

Exciting Career Opportunity

Foreign Trade Bank of Cambodia (FTB) is Cambodia's first and foremost bank. It has been providing customers with safe and reliable banking services for over 38 years. With our head office in Phnom Penh, we currently operate eleven branches and office in Phnom Penh, Sihanoukville, Siem Reap, Battambang and Kampong Cham province and plan to continue expanding our distribution network. In order to cope with the growth, we are looking for highly motivated and qualified candidates to join with our *"Employer of Choice Bank"*:

Senior Teller

(02 positions based in Kampong Cham and Sihanouk Ville Branch)

This role is responsible for processing banking transactions for the clients and managing the teller team at the branch. The incumbent will build a thorough understanding the client's service requirement and will focus provide best service quality to the clients.

Main Duties

- Ensure all services staff using queue as a tool to manage and reduce waiting time
- Dealing with key account stakeholder
- Perform authorization as required
- Help to manage the branch team in the absence of the branch manager
- Act as a key advocate to existing and potential customers.
- Proactively determine customer's need to actively sell the bank's full range of product and services. Maximize product usage.
- Keep update on product knowledge and polices
- Ensure team transactional processing is efficient and accurate. Assist others where needed.
- Ensure compliance at all times
- Perform other duties as assigned by Branch Manager

Skills/ Experiences

- Bachelor Degree in Banking or related field
- At least three years, experience as Sales Officer/Teller
- Ability to accurately and efficiently process cash transaction (for Senior Teller position)
- Demonstrated a strong customer service and sales-oriented personality
- Good organizational and time management skills
- A strong desire to work in a team and sales environment
- Excellent interpersonal and verbal communication skills
- Excellent negotiation and internal & external relationship building
- Computer literacy in Microsoft Office Word & Excel
- English language proficiency, Chinese language is a plus

How to Apply:

Submission Deadline: 30 November 2018 at 5.00 PM

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 7 Makara, Phnom Penh. Only short-listed candidates will be contacted for interview.

Please visit our website: <http://www.ftbbank.com/vacant-and-career> for more available vacancy

☎ : 023 862 111

E-mail: hr@ftbbank.com

www.ftbbank.com

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