



# Vacancy Announcement



## Exciting Career Opportunity

Foreign Trade Bank of Cambodia (FTB) has been providing customers with safe and reliable banking services since 1979. As the first and foremost bank in Cambodia, FTB's vision is to be the preferred commercial bank in Cambodia. FTB is committed to continually helping support customers to grow and prosper while offering stable and long term career opportunities for all staff. As we continue to expand the operation and to build a high performing team to support long-term sustainable growth, we are looking for highly motivated and qualified candidates to join with our *"Employer of Choice Bank"*:

### **Senior VIP Banking Officer (02 positions based in Phnom Penh)**

This role is responsible for cold calling, meeting assigned sales revenue targets through the introduction and proactive cross – selling of banking products. It is also required to meet assigned new customers targets, deposit growth and lending referral.

#### **Main Duties**

- Customer acquisition for VIP deposit product. Assign sales meeting through the introduction VIP banking products, manage existing customer portfolio, new FUM growth and new customer
- Leverage existing customer relationship to maximize cross selling product
- Ensure that the highest quality of service is offered in the VIP premises at all times.
- Leverage portfolio profit by retaining profitable business and influencing pricing, customer behavior, cross-sell
- Effective handling of customer issues and complaints
- Ensure you and your team are aware of and compliant with FTB's policies and procedures at all times. Maintain accurate records.
- Identify potential risks and put appropriate mitigation plans in place.
- Prevent and/or minimize frauds, forgeries and losses.
- Conduct spot compliance and security audits to ensure staff operates above minimum service standards.
- Champion the implementation and sustainability of the VIP Service Proposition.

#### **Skills/ Experiences**

- Bachelor's Degree in banking or related field.
- Three years' experience with demonstrated superior performance in managing a team of customer service specialists.
- Sales skills and understanding of sales culture preferably acquired in the Financial Services Sector.
- Extensive supporting business development planning, documentation and implementation.
- Demonstrated high level interpersonal and communication skills.
- Thorough knowledge of bank procedures, products and services.
- Demonstrated staff management experience.
- Good planning, problem solving & organizing skills.
- A strong desire to work in a team and deal with challenge
- Computer literacy and English language proficiency

#### **How to Apply:**

**Submission Deadline:** 30 November 2019 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](mailto:HR@ftbbank.com) or submit the hard copy at Our Head Office, Building No. 33 C-D, Tcheoslovaquie Blvd (169), Sangkat Veal Vong, Khan 7 Makara, Phnom Penh.

Only short-listed candidates will be contacted for interview.

☎ : 023 862 111

E-mail: [info@ftbbank.com](mailto:info@ftbbank.com)

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Investing in the future