



# 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”

### **Senior VIP Relationship Executive** (02 Positions based in Phnom Penh)

This role is responsible for supporting VIP Relationship Manager acquiring and managing clients to grow the bank’s business. This incumbent will build a thorough understanding of each client’s financial requirements and will focus on sales, retention and building deeper relationship with customers.

#### **Main Duties**

- Operate to acquire and manage new and existing VIP client base to achieve the business targets.
- Build positive and productive relationships with clients for business growth.
- Identify and maintain good relationship with key internal and external contacts and influencers to help drive business growth.
- Cross sell bank product to optimize the revenue.
- Monitor competitors’ activities, report and make recommendations
- 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.
- Work collaboratively with all relevant internal team members to offer highest service quality to customers.
- Maintain up-to-date knowledge about company products and services.
- Ensure full compliance with FTB’s policies, procedures and related regulatory requirements.
- Perform other tasks assigned by relationship manager.

#### **Skills/ Experiences**

- Bachelor Degree in Banking, Management or related field.
- At least 2 years’ experience in marketing and sale areas.
- Strong customer service and result-oriented personality
- High initiative, commitment, good communication and problem solving skill.
- Excellent negotiation and internal and external relationship building.
- Good organizational skill, time management and team building.
- A strong desire to work in a team and deal with challenge.
- Computer literacy and English language proficiency (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](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 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](mailto:hr@ftbbank.com)

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Investing in the future