



# 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 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”

### **Customer Service Officer** (02 position based in Phnom Penh)

#### Main Duties

- Perform proper KYC and appropriate checking for account opening and ensure documentation is in order.
- Process new account opening, account maintenance and update customer information and documents.
- Deliver timely and convenient solutions that respond to the customer's needs and complaints.
- Continually improve the awareness of the bank's products and services.
- Ensure compliance with the Bank's policies and procedures.
- Promote and cross-selling the bank's products and services by proactive referrals to RM.
- Prepare necessary daily and monthly reports.
- Other tasks as assigned by the line manager.

#### Skills/ Experiences

- Bachelor Degree in Banking, Marketing or related field
- Fresh graduate are welcome, one year experience in Marketing and Sale with Bank/MFI are preferable
- Strong customer service and sales-oriented personality
- Previous sales experience is highly recommended
- Good organizational and time management skills
- A strong desire to work in a team and sales environment
- English language proficiency, Chinese language is a plus
- Computer literacy in Microsoft Office Word & Excel

#### How to Apply:

Interested applicants, please send by email attached with a cover letter and your most updated CV (with current photo) to: [HR@ftb.com.kh](mailto:HR@ftb.com.kh) 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. More information, please kindly contact phone number: 081 666 597 /081 444 197



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[www.ftb.com.kh](http://www.ftb.com.kh)

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