



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"

Manager, VIP Banking Office (02 Positions based in Head Office)

This role is directly reported to Head, VIP Banking Department, and responsible for leading Branch, VIP RMs doing sales and marketing activities to manage VIP customer set, to increase VIP customer base, to acquire new VIP customers and to increase cross selling of FTB's products to meet the business target. This role is also to ensure great services and experience provided to VIP customers.

Main Duties

- Take the initiative to define, plan and monitor the office's strategy to ensure successful results and the bank's long-term market share;
- Develop marketing plan accordance with the Bank's strategy to achieve the budget plan as well as the goals by creating and implementing possible innovative solutions for customer's needs;
- Keep up with the latest market trends, analyze customer behavior, key financial drive and competitor's strategies to maintain continuous service growth;
- Provide highly professional advice to relationship manager of VIP banking services to meet the needs of customers through the bank's products and services;
- Work with relevant departments and branches to ensure that customer issues or complaints are addressed and tackled;
- Provide inputs for developing new products and services and improve existing products and services to meet customer needs and drive business growth;
- Coordinate with other departments to promote work efficiency and compliance with guidelines;
- Supervise and guide RM of VIP banking service in daily work to ensure high work efficiency for maximum results;
- Be a good role model in the team, ask questions and provide effective feedback to create a good team work environment.

Skills/ Experiences

- Bachelor's Degree or MBA in Management, Finance and Banking, Management or related field;
- At least 5 years' experience in related areas;
- Sales skills and understanding of sales culture preferably acquired in the Financial Services Sector;
- Strong Relationship Management;
- Computer literacy (Microsoft Word, Excel and Power Point);
- English language proficiency, the Chinese language is a plus (written and verbal);
- Good organizational skill, Time management and team building;
- Good communication and problem-solving skill;
- Ability to conduct training and sharing to ensure smooth task handling.

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 or submit the hard copy at Our Head Office, Building No. 33 C-D, Tcheoslovaquie 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: 081 666 597/081 444 179



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www.ftb.com.kh

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