



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".

Senior Staff, UX/UI (01 Positions based in Head Office)

This role is responsible for analyze, develop, designs, research and survey UX/UI on various platforms.

Main Duties

- Recommend seamless navigation through various digital programs and products/services of the Bank to enhance customer experience for existing and new apps;
- Compare mobile and website application data against customer responses to analyze traffics and determine design/approach for better performance;
- Apply best practice and design by merge or combination of interface design concepts with digital design to encourage cooperation and teamwork across the Bank;
- Prepare user storyboard and/or customer journey screens to accurately convey conceptual designs to product/service owner and senior management;
- Work with business, products, and/or related teams to gather requirements to design aesthetic elements for use in web and mobile applications;
- Conduct research and survey through various platforms to collect customer feedback on application attractiveness, convenience, user-friendliness, and experience; recommend change/improvement and make presentation to related teams and senior management;
- Report to core digital office and perform other duties assigned by management from time to time.

Skills/ Experiences

- Bachelor or higher degree in IT, UI-UX designs, and/or related fields;
- At least 2-year demonstrated experience in creating and implementing UX/UI designs;
- Good knowledge base and competency to use visual design programs, e.g., Figma, Adobe XD, Adobe Photoshop, Illustrator, JIRA, and other applications/programs (abilities to use Figma, Adobe XD, and JIRA are of great advantages);
- Ability to work effectively in a collaborative environment to create top-performing interfaces for product/service owner across the Bank;
- Good experience with coding and ability to troubleshoot using HTML, CSS and comparable languages;
- Khmer and English proficiency in writing, speaking, and listening when communicating in professional manners with internal and external stakeholders;
- Ability to prioritize and manage several milestones and projects efficiently;
- Account for challenges using problem-solving skills and seek to optimize data for the best possible outcome;
- Good experience in creation of user storyboards and/or customer journey.

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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