



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".

VIP Relationship Manager (02 Positions based in Head Office)

This role is responsible for leading a small team doing sales and marketing activities targeting VIP customer set, increase customer base, acquire new customers and cross selling existing/ new products to meet the branch target. This role is also to ensure great services and experience provided to the customers.

Main Duties

- Ensure good communication with new and existing customers through the provision of VIP banking services;
- Find potential new customers for the growth of branches, department and bank;
- Understand customers' behavior and cash flow, loss prevention and ensure to achieve the maximum results;
- Provide accurate financial consultation and solutions in accordance with the Bank's standards and regulations;
- Provide information and contribute to the sale of other bank's products and services;
- Receive feedback from customers to improve the Bank's products and services, as well as to solve various customer problems effectively and in a timely manner;
- Supervise and guide VIP banking executive and VIP banking Teller to ensure accurate and fast customer service;
- Collaborate with relevant teams to provide services and respond to customer needs;
- Follow the principles, procedures, internal regulations and instructions related to the scope of work and role effectively;
- Prepare and keep documents in an orderly manner and keep them confidential;
- Train new VIP employees and act as a good example in the team, ask questions and provide effective feedback to create a good team work environment;
- Perform other task assigned by Manager, VIP Banking Office.

Skills/ Experiences

- Bachelor's Degree in Banking, Management or related field;
- At least 3 -5 years' experience in related areas;
- Strong customer service and result-oriented personality;
- Good Relationship Management;
- Sales skills and understanding of sales culture preferably acquired in the Financial Services Sector;
- Strong customer service and result-oriented personality;
- High initiative, commitment, good communication and problem-solving skill;
- Good organizational skill, time management and team building;
- A strong desire to work in a team and deal with challenge;
- English language proficiency, the Chinese language is a plus (written and verbal);
- Computer literacy (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@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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