



# 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"

### Staff, Clearing-Settlement & Dispute Unit (01 position based in Head Office, Phnom Penh)

This role is responsible for assisting in monitoring all type of card payment transactions, ensuring accurate and well maintained transaction data, clearly and adequately, resolving all types of card transaction disputes by providing easy and efficient solutions, creating and compiling card transaction payment processes, card transaction dispute resolution, guaranteeing payment and resolve dispute more accurately and clearly.

#### Main Duties

##### Card Schemes

- Arrange all types of card payments transaction and resolve all types of card transaction disputes of FTB Bank accurately, clearly, adequately and promptly;

##### Payment Process Management

- Perform balance checks, verify registration and payment, and monitor problematic transactions after payment in a clear and timely;
- Implement and prepare report on the return of fuel fee percentage of partner companies, ensuring accurately and timely submission;
- Implement on Co-Branded Card top-up report with the business partner in accordance with the term of the agreement;

##### Clearing-Settlement & Dispute Resolution

- Implement payment processing and prepare Incoming & Outgoing report;
- Regularly track all types of suspended accounts for all card payments to ensure an accurate and timely payment process.
- Implement card transaction disputes by coordinating with relevant parties to gather supporting documents from analyzing root causes, and ensuring a smooth and effective resolution process;
- Implement payment processing and prepare payment reports and resolve daily and monthly disputes, manage and maintain payment transaction data accurately and securely;
- Assist in Dr/Cr processing for card that are deactivated, Expired and Lose;
- Perform fund transfers from one card to another in case of card expires expiration or issuance of a new card;

##### Corporation

- Prepare requests for legal support from the Department of Legal Affairs to resolve further cases involving losses due to merchants or customers refusing to repay the bank;

##### POS Inventory

Coordinate the removal and accurate allocation of Point of Sale (POS) machines according to requests from the relevant units;

#### Skills/ Experiences

- Bachelor's degree in finance or business
- Minimum 1-year experiences in files of Schemes/NBC operation and dispute handling
- Proficient in Microsoft Excel
- Proficient in Transaction Reconciliation
- Proficient in Transaction Analysis

#### 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, Tchecoslovaquie 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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