



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, Customer Service (1 Position based in FTB Tower)

Manager, Customer Service to lead our front-line team, manage daily property operations, and maintain high satisfaction rates among our residents and tenants. Serve as the primary escalation point for tenant relations while overseeing building maintenance, financial reporting, and compliance.

Main Duties

Tenant Relations & Customer Service

- Act as primary point of contact for resident inquiries and disputes.
- Create service policies to improve client onboarding and overall retention.
- Resolve escalated maintenance issues or billing complaints diplomatically.
- Lead the front-desk or customer service team members.
- Conduct satisfaction surveys to assess the performance of your team.

Property & Operations Management

- Coordinate property maintenance, repairs, and vendor contract agreements.
- Perform routine structural, ground, and safety inspections.
- Manage tenant check-ins, move-outs, and unit inspections.
- Enforce community rules and lease agreement terms.
- Prepare emergency readiness protocols for the property team.

Financials & Administration

- Supervise timely rent collection and overdue balance follow-ups.
- Draft annual operating budgets and track utility expenses.
- File signed leases, legal compliance notices, and expense reports.
- Present monthly variance reports to senior management.
- Manage local vendor relationships to control operational costs.

Skills/ Experiences

- Bachelor's degree in Business Administration, Hospitality, or Real Estate preferred.
- At least 3 years in property management combined with customer service leadership.
- Proficiency in MS Office and property software (e.g., Yardi, AppFolio, or RealPage).
- Sound knowledge of local landlord-tenant laws and safety codes.
- Superior conflict resolution skills and active listening habits.

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, Tchecoslovaquie 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.

