



Vacancy Announcement



FTB

ធនាគារពាណិជ្ជកម្មកម្ពុជា
Foreign Trade Bank of Cambodia

Exciting Career Opportunity

Foreign Trade Bank of Cambodia (FTB) is Cambodia's first and foremost bank. It has been providing customers with safe and reliable banking services for over 37 years. With our head office in Phnom Penh, we currently operate eleven branches and office in Phnom Penh, Sihanoukville, Siem Reap, Battambang and Kampong Cham province and plan to continue expanding our distribution network. In order to cope with the growth, we are looking for highly motivated and qualified candidates to join with our *"Employer of Choice bank"*:

Call Center staff (Night Shifts) (05 positions based in Head Office, Phnom Penh)

Working during night shifts, this role is responsible for answering phones to respond to orders, general customer inquiries, and customer complaints. Call center staff is required to project a professional FTB bank image through phone interaction by building a thorough understanding of the client's service requirement and focus on providing best service quality to the clients.

Main Duties

- Answer calls professionally and respond to customer's inquiries as quickly as possible
- Handle and resolve customer complaints
- Provide customers with products and services information
- Identify and escalate priority issues
- Produce call reports and report issue / problem to the supervisor in a timely manner
- Provide outstanding and consistent services to provide solution to customers
- Create and maintain an environment which is easy and friendly experience for customer through highly professional service level
- Research required information using available resources
- Perform other duties as assigned by the supervisor

Skills/ Experiences

- Bachelor Degree in Banking or related field
- Experiences in Call Centre operations
- Knowledge of customer service principles and practices
- Knowledge of call centre telephony (Avaya System) and technology
- Being able to deal with all types of people
- Demonstrate superb customer service skills
- Excellent interpersonal and verbal communication skills
- Computer literacy and English language proficiency

How to Apply:

Submission Deadline: 31 Aug 2017 at 5.00 PM

Interested applicants, please send by email attached with a cover letter and your most updated CV (**with current photo**) to: hr@ftbbank.com 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

Please visit our website: <http://www.ftbbank.com/vacant-and-career> for more available vacancy.

☎ : 023 862 111

E-mail: info@ftbbank.com

www.ftbbank.com

f : www.facebook.com/ftbcambodia

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Investing in the future