

BE A PART OF THE ONLY EUROPEAN BANK IN CAMBODIA

Position: **Call Center Consultant**

Location: **Phnom Penh**

Key Responsibilities:

- Answering phone from customer professionally and responding to customer inquiries and complaints.
- Handling and resolving customer complaint regarding product sales to customer service problem.
- Providing customer with the organization's service and product information.
- Processing orders request by customers.
- Identifying, escalating priority issues and reporting to the high-level management.
- Routing inbound call to appropriate resources.
- Following up complicated customer calls where required.
- Completing call notes and call reports as necessary and updating in the customer relationship management.
- Obtaining and evaluating all relevant data to handle complaints and inquires.
- Recording details of comments, inquiries, complaints, and action taken.
- Managing administration, communication, coordinating with internal department.
- Other duties as assigned.

Required Education & Experience:

- Minimum Bachelor Degree and at least 1 year experience in similar position.
- Open availability Mon through Sun and work rotation within 24hrs.
- Ability to work with others in a close manner.
- Good English communication and French language is a plus.
- Good computer skills.
- Good multi-tasking skills.

Required competencies:

- Knowledge retention.
- Customer orientation and excellence communication with proactive listening skill.
- Ability to explain complex information clearly and simply.
- Flexible and calm under pressure.
- Good planning, negotiation, problem solving & organizing skills.
- A strong desire to work in a team and dealing with complaints.

How to apply:

Interested candidates is welcomed to send your last updated resume, a copy of Cambodian ID card and a recent passport size (4x6) photograph to the following:

BRED Bank (Cambodia) Plc.

No. 30, Preah Norodom Boulevard Sangkat Phsar Thmey 3, Khan Daun Penh, Phnom Penh. Or email us at hr@bredcambodia.com

Deadline:

11-Mar-2020 For additional information, please visit: www.bredcambodia.com
(All applications will be treated in strict confidentiality)



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ABOUT BRED BANK CAMBODIA:

BRED Bank Cambodia is a subsidiary of BRED Banque Populaire, a member of the BPCE Group, the 2nd largest banking group in France, serving more than 31.2 million customers, employing more than 100,000 people worldwide, and counting 9 million cooperative shareholders.

Our objective is to close a gap and offer Cambodian people a trustful interlocutor with who to talk freely about their projects and ambitions. What matters to us is how we can serve you and hope you grow. Start with BRED, Grow with BRED. For more information visit www.bredcambodia.com

ADDRESS:

#30, Preah Norodom Boulevard Sangkat Phsar Thmey 3, Khan Daun Penh, Phnom Penh

OPERATING HOURS:

Open 7/7 from Monday to Sunday: 8:00am - 8:00pm