

WE'RE HIRING!

Position: **BUSINESS DEVELOPMENT
MANAGER-PAYROLL, CALL
CENTER AND CREDIT CARD**

Location: **PHNOM PENH**



BRED
BANK

CAMBODIA

**The smarter
way to bank.**

Join the smarter banking team.

Key responsibilities

Payroll Service:

- Manage the payroll function and work with related departments for sustainable and successful payroll business of the bank
- Lead and inspire payroll staff members to provide excellent service, be an engaging and very proactive team
- Cross-sell payroll service to existing and potential customers by collaborating with all branches, sales departments and propose marketing communications to internal and external customers to meet the set targets including customer numbers and loans
- Ensure day to day operations of the team are smoothly run and issues are fixed effectively on time

Call Center:

- Manage the call center department to meet the standard of service, service level agreement and KPIs including cross-sell activities
- Lead and inspire staff members to provide excellent service, be an engaging and very proactive team
- Ensure effective resource planning by analyzing the performance of the Call Center operations to ensure contact demand is effectively covered, team delivers a best in class service and meet or exceed all KPIs
- Enhance the quality of customer interactions, ensuring quality assurance, compliance, regulatory and legal obligations are met across all interactions

Credit Card:

- Develop Credit Card product including features, benefits, pricing, competitive edges and coordinate with IT and relevant team for end to end process set-up
- Develop strategies and activities including regular trainings to frontline team that will drive activation/activity of Credit card
- Cross-sell and up-sell Credit Card product to existing and potential customers by collaborating with all branches, sales departments and propose marketing communications to internal and external customers
- Regular reports including market intelligence, card issuance, activation, usage, and expiring cards are analyzed for follow up and product remains competitive in all aspects

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Required education & experience

- Minimum Bachelor Degree
- OR lower degree accepted if at least 3 years' experience in similar position
- Computer literacy including data analysis and very good PowerPoint skills
- Financial background, analytical and project management background

Required competencies

- Exceptional communication, interpersonal, and customer service skills, as well as comprehensive knowledge of company policies and offerings
- Observant and detail-oriented
- Autonomous and pro-active
- Ability to multitask and remain calm under pressure, especially during peak hours or intense situations
- Problem-solving, verbal and written communication, and conflict resolution skills
- Strong coaching and leadership skills, ability to motivate employees

How to apply

Please send your up-to-date resumé, a copy of your Cambodian ID card and a recent passport size (4x6) photograph to: BRED Bank (Cambodia) Plc. No. 30, Preah Norodom Boulevard Sangkat Phsar Thmey 3, Khan Daun Penh, Phnom Penh. Alternatively, email hr@bredcambodia.com.

Deadline

20 May 2021. For additional information, please visit: www.bredcambodia.com
(All applications will be treated with the strictest confidentiality.)