



**ធនាគារ ស្ថាបនា**  
SATHAPANA BANK

## Assistant, Inbound Calls

Based in Phnom Penh, Cambodia.

### Responsibilities

- Provide 24/7 customer support and promptly response to customer's inquiries on phone, email and social medias
- Delivery efficient and quality service to customers by following the customer service standard and script provided by Sathapana Bank
- Handle customer's complaints, identify priority issues and escalate to relevant stakeholders for solving customer's problem
- Follow up pending issues and feedback to customers
- Prepare reports to next shift teamwork and management
- Deliver best-in-class customer care and personalized assistance on VIP cardholders on their demand of Sathapana Bank's products and services

### Qualifications

- Bachelor's degree of Finance & Banking or related fields
- Experience in the customer service
- Proven track record of analytical skills
- Hands-on experience in quality assurance
- Great people skills and ability to communicate (negative) feedback
- Good organizational skills, knowledgeable in goal-setting practices
- Examples of data visualization abilities and understanding of support metrics
- Problem-solving capabilities to create meaningful strategies to improve support quality.

### To Apply

- Interested candidates are encouraged to apply via [job@sathapana.com.kh](mailto:job@sathapana.com.kh) For more information, please contact us at 023/ 081 999 010/ 096 258 0666 or go to <https://www.sathapana.com.kh/careers/job-opportunity>