



សាធាបណា
SATHAPANA BANK

Officer, Inbound Calls

Based in Phnom Penh, Cambodia.

Responsibilities

- Develop response scripts for answering customers' inquiries or issue on call channels.
- Develop an effective training curriculum for new onboarding staff
- Prepare monthly assessment/quiz for Customer Care agents on new and existing products and services
- Identify team weaknesses and recommend points to improve, take time to provide training, coaching and feedback as well as motivate them to perform better
- Lead and ensure the consistency of products and services training or briefing is delivered to all Customer Care staff
- Act as the core team to deliver consistent update information to all Customer Care agents
- Daily monitoring performance on inbound call team to ensure there is no queue from customers in CMS (Call Management System), and to make sure staff respond to customers promptly and accurately
- Daily reviewing the conversation between staff and customers in ACR (AVAYA Contact Recorder) and take corrective actions if the error is found as well as give recommendations for staff improvement
- Prepare and create the support documents of new or existing product/service such as T&C, procedure, process, guideline, FAQ, upload in the knowledge base in CRM
- Work collaboratively with line managers and vendors on newly assigned projects for the Customer Care Center
- Keep tracking daily call reports and escalate critical issues to management
- Handle other duties as assigned by line manager

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

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/>