



**ធនាគារ ស្ថាបនា**  
SATHAPANA BANK

## Officer, Business Process Management

Based in Phnom Penh, Cambodia.

### Responsibilities

- Work with Process Owner to central and handling business process design improvement
- Work with Business Department/Unit to develop the procedure, process flow and guideline
- Be the central custodian of procedure, process flow and guideline
- Be the consultancy of standard procedure, process flow and guideline
- Develop/ issue procedure, process flow and guideline as requested by stakeholders
- Ensure bank wide business processes are in standard, up to date and meet the requirement of the bank strategy for cost saving, reduced cycle time, reduce the number of steps, efficiency, and user convenience
- Collect various information and data for business process analysis such as user feedback, incidents, customer complaint to propose for improvement
- Develop the process review program to ensure all process are implement efficiency and effectively
- Focus on improving the existing procedure, process flow and guideline as bank wide
- Review and analyze business process, process flow, guideline and identify those parts for process improvement and automation
- Asist to redesign the existing procedure, process flow and guideline to match with standard
- Research and wider-angle lens around banking industry for benchmarking the best approach on how the business process should be developed or redesigned
- Engage closely with stakeholders to identify the opportunity to re-engineering and automate the process
- Ensure that any changes made to procedure/process flow and guideline are communicated and rolled out
- Build up the efficient business process re-engineering method and share to relevant stakeholders

### Qualifications

- Bachelor's degree in Banking & Finance, accounting or other related fields
- At least 3 years working experiences in Banking and mostly on bank wide processes
- Ability to work with cross-functional teams
- Good problem solving and negotiation skill
- Good at English and Microsoft Office (Words, Excel and PowerPoint)

### 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/ 096 257 9666 or go to <https://www.sathapana.com.kh/careers/job-opportunity/>