



ធនាគារ ស្ថាបនា
SATHAPANA BANK

Manager, Process Improvement and Re-Engineering

Based in Phnom Penh, Cambodia.

Responsibilities

- Assist line manager to develop strategy and plan for achievement of the department and unit planning as well as the Bank goals
- Proactively participate and lead team for those regular and ah-hoc tasks on the Bank wide process improvement and re-engineering
- Work with Process Owner to central and handling business process design improvement
- Work with Business Department/Unit to develop the procedure and process flow
- Being the central custodian of procedure and process flow
- Being the consultancy of standard procedure and process flow
- Ensuring 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
- Focusing on improving the existing procedure and process flow as Bank wide
- Review/analyze business process, process flow, and identify those parts for process improvement and automation
- Asist to redesign the existing procedure and process flow 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
- Closely engage with stakeholders to identify the opportunity to re-engineering and automate the business process
- Ensure that any changes made to procedure and process flow are communicated and rolled out
- Building up the efficient business process re-engineering method and share to relevant stakeholders

Qualifications

- At least 8 years working experiences in Banking and mostly on Bank wide processes
- Ability to work with cross-functional teams
- Good problem-solving skills and negotiation skills
- Good initiative driven
- English or other second language ability is an advantage

To Apply

- Interested candidates are encouraged to apply via job@sathapana.com.kh
- For more information, please contact us at 023/ 081 999 010/ 096 257 9666 or go to <https://www.sathapana.com.kh/careers/job-opportunity/>