



**ធនាគារ ស្ថាបនា**  
**SATHAPANA BANK**

## Officer, Branch Quality Assurance

Based in Phnom Penh, Cambodia

### Responsibilities

- Assist to establish all operational support mechanisms and enforce them for smooth branch operations
- Provide online and offsite operational supports for all relevant matters such as operational policies/ procedures, manuals ,End of Day (EOD), End of Month (EOM), adjustment/ reversal, modules in Core Banking System (CBS) owned by OPD, and relevant system, etc
- Effectively manage and monitor operational incidents;
- Liaise/Cooperate with other Units or other departments in strengthening branch internal controls
- Cooperate and facilitate those requests from internal, external audit and NBC's onsite inspection
- Proactively initiate those reengineering and automation of operational processes
- Provide operational supports on new branch opening, conversion and relocation
- Involve with assigned projects
- Assist to monitor and resolve all any operational issues after the completion of assigned projects
- Facilitate and provide operational trainings to branches for both new and existing staff

### Qualifications

- Bachelor/ Master's degree in Banking & Finance or similar field
- At least 2 years working on banking branch operational supports
- Good knowledge on Core banking system such Flexcube and understanding on banking services including operational manuals and processes
- Good at communication skill both written and spoken
- 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 096 258 0666/ 096 257 9666 or go to <https://www.sathapana.com.kh/careers/job-opportunity/>