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SATHAPANA BANK

## Support and Service, Premier Banking

Based in Head Office

### Responsibilities

- Identify the common supports and effectively plan on how this role can actively support PB team on how everything including PB lounges, facility, gift arrangement, PB materials, signate and others are well in expected manner or standard
- Design strategies, process, and SLA on how PB will run efficiently and efficiently to achieve our objection of high service quality or customer satisfaction and sale performance
- Ensure the service delivered by RMs, Supervisors, ARM are meeting service standards
- Carry out day-to-day administrative tasks to ensure that it is operating smoothly, efficiently and in a timely manner
- Working with marketing department to support and promote the products.
- Ensure good physical upkeep and adequacy of stationary items in department
- Arrange & organize the meeting room and refreshments
- Establish budget for build strong relationship, Campaigns and event design and management
- Ensuring that all elements and decoration in premier lounge are clean and neat
- Ensure timely and accurate work, stay organized and ability to handle multiple tasks
- Develop and implement sales strategies, assist with drafting business plans
- Perform other tasks assigned by line manager

### Qualifications

- Bachelor's degree in business, Marketing, Finance and Banking or other related degrees
- At least 2 years of working experience in banking services, and contact center
- Good computer literacy (MS. Office)
- Strong time-management and problem-solving skills skills, and Excellent organization skill
- Strong Communications (both orally and in writing) and Interpersonal skills
- Confident, Professional, Personable and service-oriented

### 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 9666/096 246 1666 or go to <https://www.sathapana.com.kh/careers/job-opportunity/>
- **Note:** only shortlisted applications will be contacted.
- Sathapana Bank provides equal employment opportunity to all applicants regardless of race, religion, color, gender, age, national origin, or marital status. We encourage disable individuals and women to apply to all positions being announced.
- Sathapana Bank holds an open and transparent working environment that lives our core values. We expect high integrity and honesty from all the applicants to be selected as our employees. Thus, we require all applicants to pre-declare any conflict of interest and truthful information in their application. We reserve the right to terminate the agreement/contract immediately if later found involved in dishonest, untruthful and/or fraudulent information and actions.