



**ធនាគារ ស្ថាបនា**  
SATHAPANA BANK

## Assistant, Authorization

Based in Phnom Penh, Cambodia.

### Responsibilities

- To handle and provide 24/7 customer support, complaint and answer the customer inquiry relating to the cards, ATM, POS, Digital Banking and other Bank's products and services
- To handle customer request and process with highly secure verification on Card Activation, deactivate, and reactivate.
- To verify and Performing cardholder request to increase temporary increase/decrease credit/Debit cards.
- To handle tracking issues relating to customer complaints.
- To perform real time 24/7 monitoring on card account transactions for suspicious transactions and merchant service support.
- To perform other tasks assigned by Management.

### Qualifications

- Fresh Graduate or Year 4
- Sound knowledge in Digital Banking, especially Card Payment Industry
- Hard working, commitment and willing to learn new things.
- Good Communication skill and strong team player
- Good in verbal and written English

### 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/>