



ធនាគារ ស្ថាបនា
SATHAPANA BANK

Customer Service Assistant

Based in Phnom Penh, Cambodia.

Responsibilities

- Work as support team member in implementing the defined audit engagement and collect audit
- Welcome, consult and provide consistent and high-quality products and services to customers
- Provide certain non-cash transactions to customers including account opening, account closing, passbook update, renew Fixed Deposit certificate, card services (card request, PIN request, card demo, card loss/damage, etc)
- Facilitate VIP customers to obtain demanded service(s) such as cash withdrawal/deposit, account opening with satisfactory arrangement including privacy room
- Execute account opening and closing transactions for customers to ensure all required information and procedures on account opening are completely made
- Attend customers' needs and enquiries on the bank's products and services in a manner which ensures overall customer satisfaction
- Ensure all customer areas including the on-site (office) ATM booth, banking hall, cash count room and VIP room are neat and clean, and display properly; brochures are available
- Adhere to all relevant compliance requirement including FATCA, KYC and world-check screening
- Assist to monitor and report of customer Term Deposit with special rate for seeking approval from Sale and Business department
- Ensure all ATM cards are accurately received from Card Center and E-banking department
- Assist direct supervisor in preparing various daily, weekly, and monthly customer service reports including account opening, account closing, card report, eBanking report and so on as required by the policy and procedures
- Assist to monitor on daily reports of Account Opening, Account Closing, CIF creation/amendment, Dormant Account, ATM, e-Banking, and other requirements reports forms related departments, and document filing

Qualifications

- Bachelor's degree in Accounting, Finance and Banking, or other related fields
- At least 1 year of working experience in banking services and products from financial industries
- Be friendly, and patient
- Good at English and Microsoft Office (Words, Excel, and PowerPoint)

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/>