Deputy Branch Manager/Operations

Based at Stat Chas, Phsar Tuol Tumpung and Phsar Chhuk Meas branch, Cambodia.

Responsibilities

- Provide excellent customer service as well as oversee the work of subordinators as a leader
- Oversee daily branch operations including counter, customer service, back office, administration work and branch cash operations
- Ensure that cash is balanced for the branch cashier as well as total cash holding at the Bank at the end of working day
- Monitor and verify daily/monthly/yearly recorded transactions and operational reports
- Review the bank's security procedures and control access to vault
- Assign the workload to the team daily and make decisions on various daily workload demands
- Assign duties and work schedules to subordinators to ensure efficient functioning of the branch
- Maintain and update knowledge to subordinators in term of customer service, system functions, bank policies and procedures
- Handle customers and staff's complaints, conflicts or concerns related to the bank
- Deal with the assigned security company regarding delivery/collection of cash from the Central Bank or other branches
- Ensure the safety of documentation and check contract of credit
- Handle daily of the team conflicts or simple disciplinary actions such as attendance problems
- Perform any other duties as assigned by branch manager

Qualifications

- Bachelor's degree in Business Administration, Management, and other related fields
- At least 3 years of working experience in banking industry related to counter supervision
- Knowledge of industry rules, regulations, and good at results driven attitude
- Good at management skills, outstanding organization, strong customer service, written and oral communication skills
- 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/*