Banking Service Officer

Based in Phsar Chuok Meas, Prek Phnov, Stat Chas Branch

Responsibilities

- Provide excellent customer service as well as oversee the work of subordinators as a leader
- Ensure that cash is balanced for the Chief Cashier as well as total cash holding at the Bank at the end of the working day
- Count and record currency in Chief Cashier vault
- Assign team the workload daily and make decisions on various daily workload demands
- Assign duties and work schedules to subordinator to ensure efficient functioning of branch
- Maintain and update knowledge to subordinators in term of customer service, system functions, bank policies and procedures
- Handle customer and staff's complaints, conflicts or concerns related to Bank Procedures and other activities
- Adhere to bank's procedures, policies, and regulations
- Assist line manager to appraise staff's performance and handle staff's grievances
- Deal with the assigned security company regarding delivery/collection of cash from the Central Bank and other branches
- Check the assigned area is free of dust and ensure that it's neat, tidy and prepare daily/monthly/yearly operational reports
- File document and ensure accuracy and completeness of all filing documents
- Monitor and review bank's security procedures and control access to vault
- Handle daily team conflicts or simple disciplinary actions such as attendance problems
- Perform any other duties or responsibilities consistent with the role as assigned by management

Qualifications

- Bachelor's degree Accounting, Finance and Banking, or other related fields
- At least 2 years of experience in banking services and products from financial industries
- Be welcoming, 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/