



JOB HIRING

Be Part of Our Success Growing Team

Prince Bank Plc., recognized with Global, Asia's and Cambodia's Best Employer Brand Awards in 2019 and 2020, is a commercial bank that strives to provide customers with the best products and services delivered with professionalism. Prince Bank Plc. has a clear vision, "to be the financial institution of choice for our target customers." With an ambitious growth plan, Prince Bank Plc. is expanding its business operations and looking for highly qualified candidates to fill the following position.

Assistant Manager, Contact Center Head Office

Position Summary: The Assistant Manager, Contact Center is responsible to manage the daily running of the call center, including sourcing equipment, effective resource planning and implementing call center strategies and operations.

Job Responsibilities

- Managing the daily running of the call center, including sourcing equipment, effective resource planning and implementing call center strategies and operations
- Setting and meeting performance targets for speed, efficiency, sales, and quality
- Advising clients on products and services available
- Liaising with supervisors, team leaders, operatives and third parties to gather information and resolve issue/customer complaint
- Maintaining up-to-date knowledge of industry developments and involvement in networks
- Monitoring random calls to improve quality, minimize errors and track operative performance
- Recording statistics, user rates and the performance levels of the center and preparing reports
- Handling the most complex customer complaints or inquiries
- Organizing staffing, including shift patterns and the number of staff required to meet demand
- Coaching, motivating, and retaining staff and coordinating bonus, reward, and incentive schemes
- Other tasks assign by line manager.

Job Requirements

- Bachelor's degree in business or management, computer science or software engineering; electrical or mechanical engineering, finance, and accounting
- At least 3 years' working experience in Call Center/ Customer Service.
- Experience in banking/MFI/Finance Industry is an asset.
- Preferably experience related to Customer Service.
- Ability to expedite the resolution of customer problems and complaints.
- Excellent interpersonal and communication skills
- Punctual, Patient and Enthusiastic.
- Be flexible to work with rotating schedule and able to work under pressure.
- Computer skills in Microsoft Office (Word, Excel), Internet & Email.
- Language proficiency in English, and Chinese is a plus.
- High motivation and creativity.
- Excellent in English proficiency both verbal and written, and Chinese is a plus.
- Proactive, flexible, and good team player.
- Honesty, commitment, and hard work.

Core Competencies' Requirements:

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|---------------------|---------------|-----------------|
| • Customer First | • Innovate | • Develop |
| • Lead with Passion | • Collaborate | • Drive Results |
| | • Think Ahead | |

Why Join Us:

Prince Bank's Staff Benefits

Financial Benefits	Non- Financial Benefits
Chinese New Year (100%)	Working only from Mon-Fri
Khmer New Year (50%)	Annual leave 18 days per year
Pchum Ben Festival (50%)	Public holiday follow MOLV
Annual performance bonus	NSSF
Staff loan	Accident and Health Insurance
OT allowance	Training opportunities
Annual salary increment	Promotion opportunities

If you meet the above requirements and wish to join our dynamic team; please send your recent CV including expected salary to the email address jobs@princebank.com.kh.

For more information:

- Prince Bank Plc.
www.princebank.com.kh
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