



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.

Branch Service Supervisor

Branch Office

Position Summary: The Branch Service Supervisor is responsible to manage operation staff to ensure the service quality and customer satisfaction as well as good customer experience. Conduct on job coaching and development to all Customer Service Officers to ensure they are able perform the job following expectations and policies and procedures.

Job Responsibilities	Job Requirements
<ul style="list-style-type: none"> Support the process for account opening and validation in system as effective as possible. Making sure documents submitted by Customer Service Officers are accurate and valid. Take action to follow up in case provided documents are not complete. Contribute to efficient delivery of customer requests, including, issuance of cheques book, cheque activation, bank confirmation (i.e., scheduled account statement printing...),etc. Support and handle complex customer's issues in supporting sales and telling areas while executing excellent customer service principles Work in collaboration with frontline officers to collect pending fees (i.e., dormant fee) and improve the structure of values account Maintains cooperative and productive work atmosphere within the branch Assist DBM/BM on other operational tasks. 	<ul style="list-style-type: none"> Bachelor's degree in finance and Banking or other related fields. Minimum 2 years of experience in Cashier or Chief of Cashier is a plus. Understand core banking system (Flex cube). Be able to use English or Chinese is a plus. Be able to use MS Office. Proactive, flexible, and good team player. Integrity, confidentially, and willing to work in the flexible time. Strong interpersonal, lead team, and communication. Ability to think creatively and innovatively.

Core Competencies' Requirements:

<ul style="list-style-type: none"> Customer First Lead with Passion 	<ul style="list-style-type: none"> Innovate Collaborate Think Ahead 	<ul style="list-style-type: none"> Develop Drive Results
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Why Join Us:

Prince Bank's Staff Benefits		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 096 533 1111/096 311 7888
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	
Birthday allowance	Training opportunities	
Annual salary increment	Promotion opportunities	