



# 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.

### Customer Service Officer

#### Branch Office

**Position Summary:** The Customer Service Officer is responsible to Provide outstanding and consistent advice and service improve customer experience to meet and exceed customer expectations through providing superior customer services.

Job Responsibilities	Job Requirements
<ul style="list-style-type: none"> <li>• Provide outstanding and consistent advice and service to have customers best experienced.</li> <li>• Process customers account opening in Flex cube system and ensure efficiency accuracy processing.</li> <li>• Upload the specimen signature form signed by proper discretionary holder(s) on timely manner.</li> <li>• Meet and exceed customer expectations through providing superior customer service.</li> <li>• Grow customer share of wallet through cross sell of additional Prince bank's products.</li> <li>• Contribute to the achievement branch sales targets by building close relationship with customer.</li> <li>• Implement effective customer retention strategies.</li> <li>• Perform other tasks assigned by line manager.</li> </ul>	<ul style="list-style-type: none"> <li>• Bachelor's degree in finance and Banking or other related fields</li> <li>• Minimum 1 year experience in customer services</li> <li>• Understand core banking system (Flexcube)</li> <li>• Good at problem handling with clients</li> <li>• Be able to use MS Office</li> <li>• Language proficiency in English and Chinese</li> <li>• Proactive, flexible, and good team player</li> <li>• Friendly, smile and professional Sound financial analysis and interpretation skills</li> <li>• Honesty, commitment, and hard work.</li> </ul>

#### Core Competencies' Requirements:

<ul style="list-style-type: none"> <li>• Customer First</li> </ul>	<ul style="list-style-type: none"> <li>• Innovate</li> </ul>	<ul style="list-style-type: none"> <li>• Develop</li> </ul>
<ul style="list-style-type: none"> <li>• Lead with Passion</li> </ul>	<ul style="list-style-type: none"> <li>• Collaborate</li> </ul>	<ul style="list-style-type: none"> <li>• Drive Results</li> </ul>
	<ul style="list-style-type: none"> <li>• Think Ahead</li> </ul>	

#### 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 <a href="mailto:jobs@princebank.com.kh">jobs@princebank.com.kh</a> .  <b>For more information:</b>  Prince Bank Plc. <a href="http://www.princebank.com.kh">www.princebank.com.kh</a> 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	