



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.

Contact Center Consultant

Head Office




Position Summary: The Contact Center Consultant is responsible to support the daily running of the call center, Telephone sales and follow the call center strategies and operations.

Job Responsibilities	Job Requirements
<ul style="list-style-type: none"> • Make outbound sale calls to prospective and existing customers and refer to those customers to branches. • Support in provide the first level Product & Service guidance with assistance to Customers on the phone, to resolve any Issues or Enquiry with professional service when necessary. • Handle customer inquiries both over the phone, by email and Facebook. • Manage and resolve customer complaints; make sure all the complaints are solved with a proper record from each department. • Assist manager to monitor on customer service to make sure service of Contact Center is qualify and satisfy the customer. • Assist to manage team and produce report related to call volume and Account Referral. • Support training new members make sure he/she has enough quality before picking up the phone. • Support answering team's questions regarding too difficult enquires from customers. • Support the manager with any tasks assigned. 	<ul style="list-style-type: none"> • Bachelor's degree in finance and Banking or other related fields. • Minimum 2-year experience in customer service in banking and finance industry. • 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:

<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 .
Financial Benefits	Non- Financial Benefits	
Chinese New Year (100%)	Working only from Mon-Fri	For more information:  Prince Bank Plc.  www.princebank.com.kh  096 533 1111/096 311 7888
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	