

Job Title : Assistant Manager, Retail Sales and Planning

OVERALL PURPOSE:

- ◆ Responsible for tracking branch performance and resource planning to ensure that banking operations at the branch level are capable for target achievement.
- ◆ Assisting on conduct training briefing new products and services to the branch, and also facilitating BM on manpower and critical position planning for the existing and new branches
- ◆ Responsible for tracking daily, weekly and monthly loan performance from branches

RESPONSIBILITIES:

- ◆ Tracking daily, weekly branch performance and update directly to Chief Retail Banking Department
- ◆ Tracking individual staff productivities at branch level and update directly to Chief Retail Banking Department
- ◆ Tracking branch productivities and update directly to Chief Retail Banking Department as daily and weekly
- ◆ Work closely with branch manager on manpower and critical position planning for the existing and new branch
- ◆ Work closely with branch manager to set up the target for new staff on boarding for branch level
- ◆ Facilitate supporting on part of human resource in field related to retail banking department
- ◆ Collaborate with human resource department to ensure that the branch resource list is updated with accurate information and update as monthly head of sale and planning and chief retail banking
- ◆ Monitoring branch resource optimization, will be refreshed every quarterly
- ◆ Assist to conduct training/briefing new products and services to the branch
- ◆ Monitoring user access for sales tracker, loan portal and other new enhancement related to lending
- ◆ Responsible on daily report such as loan submission, loan approval, loan disbursement, both branch and staffs
- ◆ Monitor and verify on loan submission commitment form branches and loan advisor
- ◆ Responsible for the weekly report of loan submission, loan approval, loan disbursement rate and update to chief retail banking
- ◆ Conduct site visit to branches and engagement with branch manager for performance improvement
- ◆ Responsible for facilitating between credit operation department and branches for appealing and special request for getting approval.
- ◆ Work closely with credit operation department for any update on new policy and procedure



- ◆ Work closely with business operation department to facilitate on user request such as loan web portal, sale tracker
- ◆ Work closely with transformation office on loan application upgrade and amendment
- ◆ Responsible for branch vacancy branch manager to support and monitor loan advisor can daily sale performance

REQUIREMENTS:

I. Experience

- ◆ BA or MBA Certificate
- ◆ Minimum 3-year experience in credit assessment, loan acquisition, structuring, monitoring and other relate functions with financial institution including bank advisor MFI
- ◆ Sound understanding of Cambodian microfinance sector and lending practices

II. Skill

- ◆ Strong Knowledge of banking products and services
- ◆ Good knowledge in market economy, business and industrial sectors
- ◆ Proficient in Microsoft Office Suit and loan processing software
- ◆ Excellent communication and interpersonal skills
- ◆ Good interpersonal, communication, staff supervision, training and conflict resolution skills
- ◆ Good working proficiency of English and basic computer skills including MS word, Excel, and Power Point
- ◆ Demonstrate high level of commitment ad trustworthiness
- ◆ Must have good analytical skills both quantitatively and qualitatively

III. Aptitude

- ◆ Ability to work under pressure and meet targets
- ◆ Attention to detail and accuracy
- ◆ Ability to work independently as well as part of a team

Contact Info:

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