

Job Title : Senior Officer, Customer Resolution Centre

OVERALL PURPOSE:

Ensure that Vattanac Bank's customer could experiences great service support through the various channels. Customers feel comforted, valued and respected and time consuming.

RESPONSIBILITIES:

- ◆ Responsible for the overall supervision and administration of Customer resolution Centre Operations
- ◆ Monitor and evaluated the performance of all the Customer Resolution Centre agents
- ◆ Monitoring and usage of social media channels – Facebook, Whatsapp, Telegram
- ◆ Train and Support Customer Resolution Centre agents in the efficient and effective performance of their roles
- ◆ Continuously evaluate Customer Resolution Centre technologies and customer service standards and propose improvements to management
- ◆ Ensure proper and prompt handling, escalation and resolution of customer service complaints
- ◆ Ensure that the Dispute Resolution Handling are in accordance with relevant procedures and guidelines
- ◆ Prepare Customer Resolution Centre performance reports by collecting, analysing, and summarizing data and trends for Head of Operations / Management/ President
- ◆ Review and revise the Customer Resolution Centre operating procedure and related policy & procedure
- ◆ Ensure strict compliance with requirements of the Bank's Policies and Procedures and regulatory guidelines in executing the day to day operations
- ◆ Ensure effective and efficient functioning of the unit through continuous supervision and monitoring of the staff performance
- ◆ Establish KPI for staff and ensure regular assessment of their performance
- ◆ Ensure good staff, orals are maintained and they remain motivated

PLANNING & MANAGEMENT:

- ◆ To provide information to customer with details and accuracy base on product/Service standard
- ◆ Participate actively in system and process related projects and initiatives to enhance and improve Customer Resolution Centre Operation
- ◆ One central point of customer contact as bank's representative

- ◆ Work closely with internal stakeholder to be ensure that customer's concern, issue and dispute could resolve in proper timeframe

QUALIFICATIONS REQUIREMENTS:

I. Experience

- ◆ At least 3 years' experiences with the ability to manage Customer Resolution Centre operations
- ◆ Knowledge of System and mobile application, Bakong, CSS, Card product
- ◆ Previous experience in system, and process improvement related projects

II. Skill

- ◆ Strong interpersonal skills, ability to connect with customers direct reported and Senior Management
- ◆ Ability to learn and adopt to new changes fast
- ◆ Ability to make fair judgement and provide reasonable solution for problem solving
- ◆ Ability to communicate and work well in diverse team
- ◆ Ability to develop team skills by mentoring and coaching
- ◆ Able to work multitask, cope with high-volume operations and challenging targets, deal with pressure
- ◆ Strong analytical skills and problem-solving abilities
- ◆ A hands-on attitude to get involved in front line work in order to get the job done and better understand the business

III. Aptitude

- ◆ Graduated in business administration, Banking and finance or another related field
- ◆ Knowledge of the end to end functioning of Customer Resolution Centre Operation
- ◆ Proficiency of English and Khmer
- ◆ Knowledge and understanding of Banking Products & Services
- ◆ Proficiency in computer and office applications such as Microsoft Word, Excel, Power Point, and outlook
- ◆ Knowledge of regulatory requirements in Complaints handling and Resolution

Contact Info:

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