

Job Title : 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.

RESPONSIBILITIES:

- ◆ Answer incoming calls and respond to customer's general enquiry (Banking products, interest rate, loan info....)
- ◆ Management and resolve customer complaints by phone call, chat, Email
- ◆ Identify and escalate issues to supervisor or right person (across department)
- ◆ Provide product and service information to customer
- ◆ Document all call information according to standard and operating procedure
- ◆ Follow up the pending cases with customer or related
- ◆ Fully comply and respect company policy & internal regulations
- ◆ Other duties as assigned

PLANNING & MANAGEMENT:

- ◆ To provide information to customer with details and accuracy base on product/Service standard
- ◆ 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

- ◆ Bakong/KHQR, Card and CSS Mobile Application/ ATM/CRM knowledge
- ◆ Previous experience in Call Center or dispute resolution

II. Skill

- ◆ A sense of urgency, pragmatism, and a solution-oriented approach to problem-solving.
- ◆ Appropriate handling of sensitive information
- ◆ Excellent written and verbal communication skills
- ◆ Team player with the ability to work with multiple parties
- ◆ High level of attention to detail



III. Aptitude

- ◆ Graduated in business administration, Banking and finance or another related field
- ◆ Stress tolerance, be able work rotates
- ◆ Genuine passion for speaking to customers, answering queries and a clear communicator
- ◆ Knowledge of computer, internet of things and Microsoft Office

Contact Info:

Email: career@vattanacbank.com

Phone Number: 012 972 682/090 580 303