

Job Title : Senior Officer, QA Processing Design

OVERALL PURPOSE:

- ◆ Oversee the Customer Resolution Centre team who handle customers via Vattanac Bank's various channels such as answering incoming calls, response chats from customers who want to report the issue, product/Service inquiries, handling & acknowledge complaints, and providing general information.

RESPONSIBILITIES:

- ◆ Supervise the overall operations of the Customer Resolution Centre (CRC).
- ◆ Ensure efficient unit performance through staff supervision, monitoring, and evaluation.
- ◆ Train, support, and assess CRC agents, establish KPIs, and maintain staff morale.
- ◆ Manage prompt handling, escalation, and resolution of customer complaints per policies.
- ◆ Design, implement, and maintain quality assurance processes for contact center operations.
- ◆ Conduct audits and provide feedback to ensure service standard compliance.
- ◆ Evaluate and improve technologies, processes, and service standards.
- ◆ Collaborate with teams to enhance customer experience and develop solutions.
- ◆ Prepare performance reports by analyzing data and trends.
- ◆ Review and update CRC operating procedures and related policies.
- ◆ Monitor and manage social media platforms (Facebook, WhatsApp, Telegram).
- ◆ Stay updated on industry trends and integrate best practices
- ◆ Monitor and review card transactions to identify and prevent fraudulent activities.
- ◆ Coordinate with internal and external stakeholders to resolve fraud-related issues.
- ◆ Approve or decline card authorization requests based on established policies.
- ◆ Support initiatives to improve fraud detection tools and processes.

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 Operations.
- ◆ 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



REQUIREMENTS

- ◆ At least 3 years' experience with the ability to manage Customer Resolution Centre operations and card authorization
- ◆ Involvement in system and process improvement related projects
- ◆ Knowledge of the end to end functioning of Customer Resolution Centre Operations
- ◆ Knowledge of regulatory requirements in Complaints handling and resolution
- ◆ Proficiency in English and Khmer (Chinese preferred)
- ◆ Knowledge and understanding of Banking Products & Services
- ◆ Knowledge credit & debit card, card authorization.
- ◆ Proficiency in computer and office application such as Microsoft Word, Excel, Power Point, and Outlook
- ◆ Able to multitask, cope with high-volume operations and challenging targets, deal with pressure
- ◆ Strong analytical skills and problem-solving abilities
- ◆ Ability to learn and adopt to new changes fast
- ◆ Ability to communicate and work well in a diverse team
- ◆ Ability to develop team skills by mentoring and coaching

Contact Info:

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