

# WE'RE HIRING

**AMK Microfinance Institution** is one of Cambodia's leading microfinance institutions, with coverage all over the country. AMK employs over 3,500 staff serving almost 1,000,000 clients in nearly 13,000 villages across Cambodia, 91% of all villages. We are looking for a talented and committed individual to join our diversified team, and offering attractive career prospects across branches and departments of our business.

A job at AMK is more than just a paycheck - we support our employees in their development and growth and help them explore their unique strengths.

**Job Title** : **Relationship Manager, Leasing (01)**  
**Report to** : **Branch Manager**  
**Location** : **Phsar Deum Kor**  
**Closing Date** : **August 02, 2021**

## Position Summary:

The Relationship Manager, Leasing shall be responsible for managing leasing business at the branch to ensure portfolio growth with good quality management of dealer/customer relation, sales process, and of assets. Although the core function is of leasing business, the manager shall give referrals to credit and other non-credit sales teams to achieve crossed-selling for the interests of AMK.

## Job Responsibilities:

- ▶ Implement sales target and action plans to achieve expected productivity and quality of leasing portfolio.
- ▶ Assist branch manager to distribute sales targets to sales team members and engage them to deliver outstanding performance for their own and high profitability for the branch.
- ▶ Implement the company's strategies to penetrate markets in the operational areas.
- ▶ Ensure that the right clients/dealers are selected, all applications are well reviewed and assessed, good customer services are delivered, and portfolio is well monitored.
- ▶ Help sales team build and maintain close relationships with prospects and clients.
- ▶ Ensure that the branch has enough facilities, adequate number of leasing salespeople and those employees are well trained, and all processes are in place to perform services for customers.
- ▶ Oversee overall performance and the quality of customer service the leasing salespeople delivered to ensure customer satisfaction. Take remedial actions if weakness or issue is found.
- ▶ Ensure that all leasing customers get aware of all the channels made available to them so as to promote cross-sales and repeated business.
- ▶ Lead team members to solving related operational issues and problems on the ground.
- ▶ Work with branch manager to conduct annual appraisal and ensure that subordinates' strength and weakness are well identified and improved.
- ▶ Pinpoint business opportunities in existing and new operational areas and bring forward to branch manager.
- ▶ Help branch manager observe market trends to better understand competition and to identify threats.
- ▶ Lead salespeople to implementing all marketing activities such as promotional campaigns, new product rollouts
- ▶ Report about problems or issues regarding such operational materials as policies, procedures,
- ▶ Report the information about changes market competition.
- ▶ Report summarized information on some regular basis (weekly, monthly, or whatever) in terms of any activity or results.
- ▶ Ensure good working environment at workplace, subordinates have good relationship with one another and a good liaison with other stakeholders.

## Qualification and Experiences:

- ▶ Bachelor's degree in business administration (banking, finance, accounting, economics, or marketing)
- ▶ Three-year experiences in sales and operations management in microfinance/banking/ leasing industry
- ▶ Two-year experiences in supervisory or managerial positions.
- ▶ Customer relationship and sales management.
- ▶ Good at asset evaluation.
- ▶ Good analytical skill and understanding about financial reports.
- ▶ Ability to critically analyze market which includes the competitor, economic and social environment.
- ▶ Ability to monitor/assess performance of oneself and subordinates to make improvement and take corrective action.
- ▶ Ability to identify complex problems and review related information to develop and evaluate options and implement solutions.
- ▶ Knowledge of principles and processes for providing customer and personal services. This includes customer need assessment, meeting quality standards for service, and evaluation of customer satisfaction.
- ▶ Knowledge of economic principles and practices, microfinance, banking, and leasing markets.
- ▶ Knowledge of English language so as to be capable of communicating with supervisor and customers.
- ▶ Ability to use related software/computer programs to produce efficient results for tasks assigned and to process customer information

## Benefits

<ul style="list-style-type: none"><li>▶ AMK provides a competitive salary package to the employees</li><li>▶ Salary increment after pass probation</li><li>▶ Salary increment rate every year</li><li>▶ Khmer new year bonus</li><li>▶ Phchum Ben bonus</li><li>▶ Retirement bonus</li><li>▶ Staff incentive</li><li>▶ Staff pension fund</li><li>▶ Staff retention bonus</li><li>▶ 100% medical insurance for employee's spouse and children for local treatment</li></ul>	<ul style="list-style-type: none"><li>▶ Staff accident insurance 24/7days</li><li>▶ Staff loan for education purpose with only 2% interest rate per year</li><li>▶ Staff housing loan with only 5% interest rate per year</li><li>▶ Allowance for employee and spouse who given birth to the baby</li><li>▶ Annual leave 18 days per year</li><li>▶ Staff capacity development and opportunity to promote per job requirement</li><li>▶ Staff seniority payment</li><li>▶ Working condition in accordance to the Cambodian Labor Law</li><li>▶ Staff overseas treatment</li></ul>
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Interested candidates should apply by sending a CV and a cover letter to: AMK branch and sub-branch offices or Head Office, Building 285, Yothapol Khemarak Phoumin Blvd. (271), Sk. Tomnub Tuek, Kh.Boeng Keng Kang, Phnom Penh, Cambodia or E-mail: [job@amkcambodia.com](mailto:job@amkcambodia.com)

## **Attachments:**

- A copy of obtained certificates or confirm letter by the University
- A copy of national identification, family book, and certificate of birth
- For additional information, please contact at Tel: (023) 993 062 / (023) 224 763 or visiting website: [www.amkcambodia.com](http://www.amkcambodia.com)
- AMK is an equal opportunity employment. Qualified women and persons with disabilities are encouraged to apply.