

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 : **October 04, 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">▶ AMK provides a competitive salary package to the employees▶ Salary increment after pass probation▶ Salary increment rate every year▶ Khmer new year bonus▶ Phchum Ben bonus▶ Retirement bonus▶ Staff incentive▶ Staff pension fund▶ Staff retention bonus▶ 100% medical insurance for employee's spouse and children for local treatment	<ul style="list-style-type: none">▶ Staff accident insurance 24/7days▶ Staff loan for education purpose with only 2% interest rate per year▶ Staff housing loan with only 5% interest rate per year▶ Allowance for employee and spouse who given birth to the baby▶ Annual leave 18 days per year▶ Staff capacity development and opportunity to promote per job requirement▶ Staff seniority payment▶ Working condition in accordance to the Cambodian Labor Law▶ Staff overseas treatment
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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

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
- AMK is an equal opportunity employment. Qualified women and persons with disabilities are encouraged to apply.