

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 : Agent Management Manager (1 Post)
Report To : Regional Agent Management Manager
Location : Steung Treng Branch
Closing Date : November 30, 2021

Job Responsibilities:

- ▶ Responsible for channel including agent, consumer mobile banking and merchant channel and effectively implement the channel strategy to achieve the business
- ▶ Assist Provincial Manager to oversee and reinforce service quality and compliance of OTC and other channels
- ▶ Ensure agent, merchant recruitment and set up properly
- ▶ Ensure good customer service quality provided by the above channels
- ▶ Coordinate with branch staff to solve customer or agent complaints
- ▶ Conduct agent monitoring for agent quality and compliance with AMK requirement
- ▶ Manage, motivate and evaluate Channel Officers
- ▶ Closely monitor the performance of channels and take appropriate action to close the gap
- ▶ Regularly collect and report information about market information
- ▶ Involved with any related channel projects or other tasks may be assigned

Qualification and Experiences:

- ▶ Bachelor's Degree in Banking, Management, Business Administration, or Marketing
- ▶ At least 2 years' experience in these area sales, channel management.
- ▶ Experience mobilizing savings is an advantage
- ▶ High energy individual who can motivate staff and create business momentum
- ▶ Abilities to communicate in English and Khmer (written and spoken)
- ▶ Ability to work with cross functional teams
- ▶ Strong conceptualization and analytical skills
- ▶ Honesty and excellent interpersonal skills

Benefits

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| <ul style="list-style-type: none">▶ AMK provides a competitive salary package to the employees▶ 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.