

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 : **Branch Manager (01Post)**
Report to : **Head, Branch Management/Regional Manager**
Location : **Russey Keo**
Closing Date : **November 30, 2021**

Position Summary:

Branch Manager shall perform management functions (Planning, organizing, directing, coordinating, and controlling) to ensure that operations of the branch function smoothly and properly in compliance with policies, procedures, rules, and direction..., meeting objectives laid down by the company and yielding a great deal of excellent performance.

Job Responsibilities:

- ▶ To ensure staffing and human capacity development plans for the needs for human capital as per market expansion plans and to satisfy future needs for human resources to support future growths of the company's business activities.
- ▶ To ensure that the branch has enough facilities, adequate number of employees 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 on-and-off site to ensure customer satisfaction. Take remedial actions if weakness or issue is found.
- ▶ Ensure that all AMK channels are made available to customers and they are aware of them.
- ▶ Work out with branch management department to improve customer experience proactively or to keep up with ever-changing view of the customers.
- ▶ Lead team members to solving credit-related and operations-related issues and problems.
- ▶ Lead and monitor the implementation of policies, procedures, directives, etc., to achieve effectiveness and efficiency towards eliminating all kinds of operational misconducts and wrong doings.
- ▶ To make annual financial projections and cash budgets to effectively manage operational and financial costs.
- ▶ Do monthly, weekly, and daily cash flow projections and manage the actual cash flows to ensure sufficient cash for operations.
- ▶ Monitor the implementation of Finance policy, procedures, and instruction
- ▶ To develop annual sales target and action plans to achieve expected productivity and quality.
- ▶ Adopt the company's strategies and formulate techniques for implementing the strategies to penetrate markets in the branch's operational areas.
- ▶ Distribute sales targets to sales team members and engage them to deliver outstanding performance for their own and high profitability for the branch.
- ▶ Build and maintain close relationships with prospects, clients, and local authorities.
- ▶ Pinpoint business opportunities in existing and new operational areas and bring forward to management for formulating specific business strategies.
- ▶ Observe market trends to better understand competition and to identify threats.
- ▶ Lead and monitor the implementation of Administration policy, procedures, instruction, etc.,
- ▶ Monitor the use, control, and maintenance of IT systems and equipment to ensure efficiency and security of the company's database and operations.
- ▶ Regularly review progress of work and to share information in a roundtable way in order to create an effective form of communication within the branch.
- ▶ Participate in meetings with middle and senior management regularly or occasionally as required.
- ▶ Make various types of report available to oneself and supervisors
- ▶ Ensure good working environment at workplace, staff members have good relationship with one another, good liaisons with local authority and other stakeholders.

Qualification and Experiences:

- ▶ Bachelor's degree in business administration (banking, finance, accounting, economics, or marketing)
- ▶ Four-year experiences in sales and operations management in microfinance and banking industry
- ▶ Three-year experiences in supervisory or managerial positions.
- ▶ Proficient customer relation management
- ▶ Skilled at sales, marketing, risk, and administrative management.
- ▶ Skilled at reading and analyzing financial reports, and managing cash flows.
- ▶ Proving skills at problem solving, negotiation, interpersonal, and building and maintaining relations.
- ▶ Proficient skills in presentation and communication.
- ▶ Skilled at leading people to implementing strategies, policies, procedures, instruction, and measures laid down.
- ▶ Skilled at managing time, persuading, coordinating, decision making, monitoring, instructing, and critical thinking.
- ▶ Ability to use related software/computer programs.
- ▶ Knowledge of financial services, principles and methods for showing, promoting, and selling products and services. This includes marketing strategy and tactics, product demonstration, sales techniques, and sales control system.
- ▶ 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 and accounting principles and practices, microfinance, banking, insurance, and real estate markets.
- ▶ Knowledge of English language so as to be capable of communicating with supervisor and customers.

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.