

WE'RE HIRING

AMK Microfinance Institution is one of Cambodia's leading microfinance institutions, with coverage all over the country. AMK employs over 3,700 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	:	Banking Service Manager (01 Post)
Report To	:	Branch Manager
Location	:	Phnom Penh
Closing Date	:	April 25,2024

Position Summary:

Banking Service Manager shall work in such areas as finance and accounting, operations, human resources, and administration at branch level, under direct supervision of branch manager, to ensure customers are professionally served and the office is well managed.

Job Responsibilities:

- ▶ Ensure hygiene and neatness of the whole office premises, especially banking lounge and toilets, and offsite express banking booths.
- ▶ Subordinates get dressed well and serve customers with courtesy to make them feel comfortable and respectfully cared for. Transactions must be performed fast and reliably to get the customers feel that their time is specially respected.
- ▶ Equipment and materials for serving customers must always be ready. Customer complaints and feedback must be taken into account carefully and responsibly.
- ▶ Ensure that parking lots are clean and orderly, and the customer's vehicles are responsibly secured
- ▶ Ensure accounting rules and procedures are fully followed to maintain reliability and transparency for all stakeholders and cash is spent effectively.
- ▶ Participate in branch recruitment process, capacity development, annual appraisal of the subordinates with branch manager so as to trigger overall performance of the branch.
- ▶ Supervise office admin so that HR-related tasks are well performed and completed on time.
- ▶ Works closely with branch manager to ensure that the branch has enough facilities, adequate number of employees under his/her supervision and that they have good understanding about all operational procedures to eliminate all kinds of operational misconducts and wrong doings, risks of loss of money, and to shorten the turnaround time.
- ▶ Make sure that cash balance is sufficient for daily operations and well secured, daily transactions are properly recorded, and cash is correctly consolidated.
- ▶ Collaborate with internal and external auditors, or government officials so that they can perform their duties properly.
- ▶ To ensure high standard customer service, effective office administration is inevitable. Thus, the banking service manager shall closely monitor the implementation of administrative and other procedures, and instruction.
- ▶ Work with branch manager and IT department to identify the needs for IT infrastructure for the branch and control the use and maintenance of IT systems and equipment.
- ▶ Instruct the subordinates new procedures, directives, equipment, technology, program, or problem solving, etc.
- ▶ Monitor and review progress of past efforts, plan ongoing activities, and give and receive feedback to improve quality of work and develop recommendations for management
- ▶ Banking service manager must ensure that reports are generated and shared with concerned parties on timely basis, and financial documents are filed and secured properly.

Qualification and Experiences:

- ▶ Bachelor's degree in business administration (banking, finance, or accounting)
- ▶ Two-year experiences in accounting, bookkeeping, and operations management in microfinance and banking industry.
- ▶ Two-year experiences in supervisory or managerial positions.
- ▶ Skilled at customer service.
- ▶ Good at finance, accounting, and managing cash flow.
- ▶ Good at interpersonal skill and making presentations

- ▶ Ability to effectively manage data and information related to the job including tracking, analyzing, reporting, and following compliance on time.
- ▶ Ability to identify complex problems and review related information to develop and evaluate options and implement solutions.
- ▶ Ability to use related software/computer programs to produce efficient results for tasks assigned and to process customer information.
- ▶ Knowledge of principles and processes for providing customer and personal services.
- ▶ Knowledge of accounting principles, banking, and administrative practices.
- ▶ Knowledge of English language so as to be capable of communicating with supervisor and customers.

Benefits

<ul style="list-style-type: none"> ▶ AMK provides a competitive salary package to the employees ▶ Salary increment rate every year ▶ Khmer new year bonus (100%) ▶ Pchum Ben bonus (Up to 50%) ▶ Retirement bonus (300%) ▶ AMK Pension fund (Up to 84%) ▶ Retention bonus (Up to 200%) ▶ Seniority payment (Backward & Forward) ▶ Incentive (no cap based on performance) ▶ Uniform allowance ▶ Phone allowance 	<ul style="list-style-type: none"> ▶ Moto rental allowance ▶ Medical insurance including dependent (100% no limit) plus oversea treatment for staff ▶ Accident insurance 24/7days ▶ Birth delivery package (up to 2,400,000) ▶ Staff loan (lower rate at 2%) ▶ Annual leave 18 days per year ▶ Paid Sick leave & maternity leave (up to 6 months) ▶ Capacity development and opportunity to promote per job requirement ▶ Working condition in accordance to the Cambodian Labor Law
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Interested candidates should apply by sending a CV and a cover letter to all AMK branches and 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.