

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 : Senior Banca Support Officer (01 Post)
Report to : Senior Banca Operations Manager
Location : Head Office
Closing Date : October 16, 2024

Job Responsibilities:

- ▶ Assist in the preparation and processing of insurance policies, claims, and renewals.
- ▶ Manage and maintain accurate records of all insurance transactions.
- ▶ Serve as the primary point of contact for customers and branches regarding insurance queries and issues.
- ▶ Provide prompt and accurate information to customers regarding insurance products, policies, and claims.
- ▶ Handle customer complaints and resolve issues in a timely and professional manner.
- ▶ Liaise with insurance companies to facilitate the smooth processing of insurance products and services.
- ▶ Coordinate with branches and cross departments to ensure they are well-informed and equipped to promote insurance products.
- ▶ Coordinate with insurance partners in organizing training sessions for branch staff on insurance products and services.
- ▶ Ensure compliance with all regulatory and internal policies related to Banca business activities.
- ▶ Assist in the development and roll-out of new insurance products and campaigns.
- ▶ Monitor and report on the performance of Banca business.
- ▶ Other tasks assigned by Line Managers.

Qualification and Experiences:

- ▶ Bachelor's Degree in Business Administration, Finance, Banking, or a related field.
- ▶ Minimum 2 years of experience in a similar role within the insurance or banking sector.
- ▶ Knowledge of insurance products and Banca operations is an advantage.
- ▶ Strong organizational and multitasking abilities.
- ▶ Excellent communication and interpersonal skills.
- ▶ Proficiency in MS Office (Word, Excel, PowerPoint).
- ▶ Detail-oriented with strong analytical skills.
- ▶ Ability to work independently and as part of a team.

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 (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 base 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.