

# 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 :** Customer Service Officer (01 Post)  
**Report to :** Chief Teller  
**Location :** Bati Branch  
**Closing Date :** July 07, 2025

## Summary of Job Responsibilities:

The main responsibilities of the Customer Service Officer are to assist Chief Teller to execute customer service activities to achieve customer service standard compliance. The position will also be included the execution of sales, promotion of AMK's products and services, opening customer account and assisting Chief Teller in data entry if necessary.

## Job Responsibilities:

- ▶ Greet and provide welcome to the arriving customers at front office.
- ▶ Prepare daily branch office check-list to ensure standard services compliance.
- ▶ Prepare and ensure the completeness of services facility, such as table, chair, fan, air-conditioner, coupon, brochure, cleanness within branch office.
- ▶ Provide an art of questioning to client, introduce product and services, promote and build company brand image, keep track record and high relationship with customers at branch office.
- ▶ Provide smooth, concise, and consistency of tele-communication (phone and/or email) to the customers.
- ▶ Open customer account, including certifying customer legal document, check compliance with AML policy and procedure, and filling legal document of opening accounts.
- ▶ Open customer account, including certifying customer legal document, check compliance with AML policy and procedure, and filling legal document of opening accounts.
- ▶ Assist Chief Teller in key in data of other products and services into system (if any).
- ▶ Play a role as customer service champion within the office to monitor, implement and provide feedback the quality of customer service.
- ▶ Prepare and send the office monthly report of customer service and compliant issues to Customer Service Assurer for improvement
- ▶ Monitor and provide feedback the quality of customer service policy and procedure implementation, including doing checklist, applying golden rule, etc.
- ▶ Keep ATM & ATM booth, office counter, façade, light box, and other office facilities in standard to make sure it is consistent with the branch standard guideline.

## Qualification and Experiences:

- ▶ Minimum of associate degree in business administration, Marketing is preferable.
- ▶ Good oral and written communication skills
- ▶ Experience in customer service, sale and promotion in microfinance business is a plus;
- ▶ Good command of English; read, written, and spoken;
- ▶ Computer literacy: Essential - Microsoft Office 2007 (Word, Excel, Publisher and PowerPoint); and
- ▶ Good inter-personal skills and clean presentation.

## Benefits

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

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 contact us [086 777 130](tel:086777130) or E-mail: [job@amkcambodia.com](mailto: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](http://www.amkcambodia.com)

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