



Call Center Assistant

Closing Date: 30th April 2019 | Apply to chhay.sreythuy@sathapana.com.kh

Location

- Head Office (02 Positions)

Responsibilities

- Provide 24/7 customer support and promptly respond to any customer inquiry related to the bank's products and services by following the customer service standard and script provided by Sathapana Bank
- Perform roles as contact point from the client to follow up and close the issue or complaint
- Route calls to appropriate departments if a query/complaint is not manageable within your discretion
- Explain and Promote customers about new products and services of the bank
- Be a contact person between customers and branches to handle all the complaints, suggestion, inquiries related to products and services of the bank
- Ensure that customer's requests are accurately recorded, responded on time and met the customer's expectation
- Perform other tasks assigned by line supervisor

Qualifications

- Bachelor degree in Business, Marketing, Finance and Banking or other related fields
- At least 1 year-experienced in banking services, and contact center are preferred
- Good at both spoken and written English
- Good at Microsoft Word, Excel, PowerPoint, and Outlook
- Available to stand by and work on rotations
- Willing to work with customer complaints, pressures, and feedbacks.

How to apply

- Interested candidates are encouraged to send an updated CV to job@sathapana.com.kh or chhay.sreythuy@sathapana.com.kh
- For more information, please contact us via 096 418 2222 / 096 958 7777 / 096 287 1111 or go to www.sathapana.com