



## Call Center Officer

Closing Date: 31<sup>st</sup> May 2019 | Apply to: [chhay.sreythuy@sathapana.com.kh](mailto:chhay.sreythuy@sathapana.com.kh)

### Job Description

- Head Office (03 Positions)

### Responsibilities

- Delivery excellent customer services
- Response efficiently and accurately to all customer's inquiries or issues on digital products
- Make sales and recommendations for products and services that may better suit customer needs
- Collect all types of customer's feedback on digital products from every channel and response to all feedback acceptably in a polite manner
- Consolidate customer's feedback and share collective reports to respective owner on a frequent basis for further improvement
- Ensure that customer's requests are accurately recorded, responded on time and met the customer's expectation
- Provide the effective support to branch champion on digital products training to ensure all branches' capabilities are aligned with digital product development and enhancement
- Working with digital champion to collect and respond all types of feedback from internal users
- Maintain handling flow via phone, email, LiveChat, Facebook and other contact channel platforms handled by Call Center
- Perform other tasks assigned by manager.

### Qualifications

- Bachelor degree in Business, Marketing, Finance and Banking or other related fields
- At least 2 years experienced in banking services, cards and contact center are preferred
- Good at both spoken and written English
- Good at computer literacy (Microsoft word, excel, and outlook)
- Able to stand by and work on rotations
- Willing to work with customer complaints, pressures, and feedbacks

### How to apply

- Interested candidates are encouraged to submit the updated CVs to [job@sathapana.com.kh](mailto:job@sathapana.com.kh) or [chhay.sreythuy@sathapana.com.kh](mailto:chhay.sreythuy@sathapana.com.kh)
- For more information, please contact us via 096 958 7777/ 096 287 1111/ 096 418 2222 or go to [www.sathapana.com.kh](http://www.sathapana.com.kh)