



ធនាគារ ស្ថាបនា
SATHAPANA BANK

Manager, Customer Experience

Based in Phnom Penh, Cambodia

Responsibilities

- Initiate policy or standard to govern how to improve the customer experience or service quality of all banking channels
- Establish frameworks, mechanisms, strategies and plans to align the bank's service quality with shareholder's direction as well as the growth of the bank's business
- Analyze and monitor service quality of all bank channels and communicate to channel owners for certain actions for improvement
- Monitor and facilitate other departments or channel owners to set other standards or guidelines at their respective departments or channels for better quality and experience
- Support other departments or channels owners to establish various procedures, guidelines or standards for better service quality
- Cooperate and facilitate complaint and channel owners to resolve customer complaints and request for certain actions to minimize those complaints or improve it
- Monitor and feedback at high level how those complaints have been resolved
- Contribute any respective feedbacks or suggestions which may give additional value to existing products, services, processes, images and similarity
- Any ad-hoc assignment or project

Qualifications

- Bachelor's degree in Business Administration, Management or other related degrees
- At least 7 years of working experience in banking industry related to customer experience
- Good at result driven attitude
- Good at management skills, outstanding organization and strong customer service
- Good at English and Microsoft Office (Words, Excel and PowerPoint)

To Apply

- Interested candidates are encouraged to apply via job@sathapana.com.kh
- For more information, please contact us at 023/ 081 999 010/ 096 257 9666 or go to <https://www.sathapana.com.kh/careers/job-opportunity/>