



ធនាគារ ស្ថាបនា
SATHAPANA BANK

Senior Officer, Process Improvement & Re-engineering

Based in Phnom Penh, Cambodia.

Closing Date: 21st December 2020

Responsibilities

- Facilitate to develop department's strategy and plan in order to achieve department's plan as well as the bank's goals
- Participate proactively and lead team on the operational process reengineering and automation in order to improve cost efficiency, risk elimination and better customer journey
- Revise and draft operational procedures
- Research and wider-angle lens around banking industry for benchmarking the best approach on how the bank's operational processes should be developed or redesigned
- Establish where to reduce non-valued and added task at the counter, but to increase the efficiency of branch operations
- Engage closely with stakeholders to identify the opportunity to reengineer and automate processing functions
- Take a prompt action to follow up pending operational processes and procedures from departments, business units and branches
- Ensure that any changes made to processes and procedures are communicated and rolled out
- Ensure the smooth implementation of processes and procedures across branches' network
- Establish and engage team work to make group discussion and brainstorming for process or work improvement
- Participate in annual staff evaluation within unit
- Build up good relationship, team sprite within teamwork and relevant stakeholders
- Complete any ah-hoc works assigned by Senior Manager

Qualifications

- Bachelor's degree in Finance and Banking , Accounting or other related degrees
- At least 4 years of working experience in banking industry related to banking operations
- Ability to work with cross-functional teams and good problem solving skills
- Sound good judgment, decision making, creative thinking and analytical skills
- Be able to write or draft procedure or manual both Khmer and English
- 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/>