



Banking Service Supervisor (01 Position)

Closing Date: 26th March 2019 | Apply to : Chhay.Sreythuy@sathapana.com.kh

Locations:

- **AEON Mall Sensok Branch (01)**

Job Description

We are looking for a Banking Service Supervisor who will in charge of the entire branch and counter operation; especially lead the branch employees to perform their job based on their functionalities and also manage the branch transaction, cash flow, and customer service.

Responsibilities

- Provide excellent customer service as well as oversee the work of subordinators as a leader
- Ensure that cash is balanced for the Chief Cashier as well as total cash holding at the Bank at the end of the working day
- Count and record currency in Chief Cashier vault
- Assign team the workload on a daily basis and make decisions on various daily workload demands
- Assign duties and work schedules to subordinator to ensure efficient functioning of branch
- Maintain and update knowledge to subordinators in term of customer service, system functions, bank policies and procedures
- Handle customer and staff's complaints, conflicts or concerns related to Bank Procedures and other activities
- Adhere to bank's procedures, policies and regulations
- Assist line manager to appraise staff's performance and handle staff's grievances
- Deal with the assigned security company regarding delivery/collection of cash from the Central Bank and/ r other branches
- Housekeeping in assigned area is free of dust, arranged neatly, tidily
- For Branch that has not Chief Branch Back Office, BSS must responsible duties of Chief Branch Back Office
- Monitor and prepare daily/monthly/yearly operational reports
- File document and ensure accuracy and completeness of all filing documents
- Monitor and review bank's security procedures and control access to vault
- Handle daily team conflicts or simple disciplinary actions such as attendance problems
- Perform any other duties or responsibilities consistent with the role as assigned by management

Qualifications

- Bachelor's degree in Accounting, Finance and Banking, or other related fields
- At least 3-year-experience in banking services and products from financial industries
- Good at both English and Computer Users
- Be welcoming, friendly, and patient

How to apply

- Interested candidates are encouraged to submit the updated CVs to job@sathapana.com.kh or chhay.sreythuy@sathapana.com.kh
- For more information, please contact us via 096 351 2222/ 096 958 7777/ 096 418 2222 or go to www.sathapana.com.kh