



J Trust Royal Bank

Senior Personal Banker

Role Location: Phnom Penh, Cambodia

Role Type: Permanent, Full-time

Reporting directly to the Branch Manager, the role is responsible for delivery the desired customer experience by adopting a positive relationship-based, customer centric approach that demonstrates passion for identifying and prioritizing the complete financial needs of customers. This role includes educating customers on easy ways to bank, providing a full range of professional sales expertise and advice to help customers to meet their financial needs and goals. You will act as a sales leader and role model and will provide proactive support to the Branch Manager in delivering J Trust Royal’s Retail Strategy in addition to day to day operations for the branch.

Key Accountabilities

- Contribute to overall branch profitability, achieving and seeking to outperform against targets
- Support the team to, and actively seek opportunities to make appropriate customer referrals to accredited specialist staff
- Proactively deepen customer relationships by utilizing the A-Z Review to explore & understand their financial needs, offer the best possible total financial solution and close sales
- Support the Branch Manager in branch business planning and assist with providing focus, direction/priorities for the team
- Acts as a senior referral point for other staff for more complex customer needs and provide support for the Branch Manager in addressing any business, operational or people issues on a day-to-day basis
- Understand and adhere to governance policies, processes and standards and external regulatory requirements

About You

To be successful in this role, you will ideally bring the following:

- Experience in customer driven and sales-oriented role preferably within retail and/or sales
- Accreditation in Full Mortgage, Simple Wealth and Small Business
- Demonstrated leadership and coaching capabilities and can act as a role model
- Strong customer focus and well verse in various technology
- Proactive, has an ability to multitask and highly adaptable to change and ambiguity

How to Apply

Interested candidates are encouraged to apply via: jtrjobs@jtrustroyal.com

Only shortlisted candidates will be contacted.

For more information, please contact us at 023 999 000 or visit us on:

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