



J Trust Royal Bank

Customer Service Consultant, Premier Banking

Role Location: Phnom Penh, Cambodia

Role Type: Permanent, Full-time

Reporting directly to the Branch Manager, this role is accountable for to meet customers' financial transaction needs and contribute to branch performance to outperform business objectives by adopting positive relationship-based service and sales approach that demonstrates genuine concern for identifying the complete financial needs of customers.

Key Accountabilities

- Actively seek opportunities to make appropriate customer referrals to accredited specialist staff.
- Achieve and seek to outperform referral targets and contribute to branch performance.
- Will take personal responsibility for delivering high quality customer interactions
- Work efficiently and accurately to process customer transactions as quickly as possible while gaining knowledge and understanding of customers through listening carefully and questioning to identify potential needs.
- Be responsible for efficiently balancing and managing cash
- Ensure individual and branch compliance to JTR policies and procedures in all actions.
- Working collaboratively with colleagues to help the branch be more successful
- Develop personal strategies to improve outcomes.
- Support and actively assist other team members in the work of the branch.
- Alignment and adherence with governance policies, processes and standards and with external regulatory requirements.
- Identify risk and security issues within processes and determine remediation plans.

About You

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

- Constant increase in the number of Main Bank customers in the branch
- Relationship management skills
- Risk and security audit scores
- Computer literacy
- Some experience in sales
- Understanding of compliance
- Strong customer focus

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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