J Trust Royal Bank

Customer Service Consultant

Role Location: Phnom Penh, Cambodia
Role Type: Permanent, Full-time

Customer Service Consultant, is required 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 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:
Facebook I LinkedIn I Telegram