

**Company Background:**

DGB Bank is a licensed commercial bank in Cambodia and a member of DGB Financial Group in Korea listed on Korea Stock Exchange. Candidates meeting the following conditions are kindly invited for interview to join the Bank.

**Job Title: Call Center**

Based in Phnom Penh, Cambodia

**Responsibilities:**

- Respond customer's calls and messages (in social media channels, emails and the Bank's website) by following the given standard script and the standard of customer service of DGB Bank.
- Ensure that the responds of messages (social media channels, emails and Bank's website) is provided on time.
- Handle and resolve customer issues or complaints and/or identify the priority issues/complaints to the right key person in-charge.
- Register complaints into system in accurate manner.
- Provide customers the product and service consultations, specifications, terms and conditions.
- Act as a focal point to refer customers to related teams of the bank product for further cross-selling and achieve sales target.
- Complete call logs and prepare call reports on the timely manner.
- Contact businesses or private individuals by phone to survey about the service provided by DGB Bank.
- Keep up to date with DGB's products to ensure superior product knowledge.
- Handle tasks assigned by Manager.

**Requirements:**

- Bachelor's degree in Professional Communication, Finance and Banking, Accounting or any relevant field.
- At least one year of working experiences in relevant field.
- Ability to use and communicate via social medias with professional writing style.
- Good listening, sales, customer services, communication, negotiation, problem solving, teamwork and interpersonal skills.
- Excellent product knowledge of financial services.
- Practical knowledge of banking operations, rules and regulations, and operational risks.
- Good flexibility, critical thinking and relationship management skills.
- Ability to use and communicate in both Khmer and English (Korean is a plus).
- Microsoft Office and Bank's software.
- Strong dedication to accuracy and efficiency

**Remunerations:** Competitive salary with benefit packages, including two months bonus of basic salary, lunch allowance, insurance, uniform, etc.

**How to apply:** CV with self-introduction letter to the following address: N° 689B, Kampuchekrom Blvd, Sangkat Teuk Laak I, Khan Toul Kork, Phnom Penh, Cambodia.

Tel : 023 999 990, Email : [hr@dgbcambodia.com](mailto:hr@dgbcambodia.com)

Only short-listed candidates will be invited for interview.