

**AMK Microfinance Institution Plc.** is one of the largest microfinance institutions in Cambodia. AMK serves a large number of over 500,000 customers with more than 2,400 staffs nationwide.

**Job Title** : **Regional Channel Manager (2 Posts)**  
**Report to** : **Deputy Head of Branchless Banking & Channel Management**  
**Location** : **Siem Reap and Prey Veng**  
**Closing Date** : **May 29, 2017**

### Job Responsibilities/Duties:

- ▶ The key responsibility of Regional Channel Manager is to work, reinforce and support Branch Managers and other sales staff within his or her owned responsible region to effectively manage the strategic execution and the performance of agent banking, ATM, OTC and other channel:
- ▶ Work with all relevant branch management and other regional channel managers to contribute in a development of channel strategy and tactics for supporting the channel.
- ▶ Work with all Branch Managers within his or her responsible region to reinforce the strategic execution on agent banking, ATM, OTC and other channels.
- ▶ Analyze and regularly monitor the performance and strategic execution of each branch under supervision on channel performance and customer service.
- ▶ Work with Branch Managers within his or her responsible region to effectively build a viable and standard customer service of channel to ensure they are working toward their goal.
- ▶ Work with all Branch Managers to ensure the quality and timely preparation of reports on channel management and performance.
- ▶ Collect competitor information, customer feedback and other relevant information for channel management analysis.
- ▶ Contribute in an enhancement of compensation model for an agent banking and other channels.
- ▶ Coach Branch Managers and other relevant sale staff to search and dealing with key potential customers to make presentation, customer retention and collect customer's feedback within region.
- ▶ Work with Operations Manager to reinforce the quality of customer service of all channels, compliance and effectiveness of the over-the-counter operational processes.
- ▶ Involve and support Branch Managers and relevant staff in risk identification and mitigation strategies as well as the implementation of those strategies to enable business growth at acceptable level.

### Qualification and Experiences:

- ▶ Bachelor's Degree in relevant field
- ▶ At least 3 years' experience in these area and one-year experience in management (mobile banking/microfinance experience is preferred)
- ▶ Experience on agent banking and channel management is an advantage
- ▶ High energy individual who can motivate staff and create business momentum
- ▶ Very strong communication skills in English and Khmer (written and spoken)
- ▶ Ability to work with cross functional teams
- ▶ Strong conceptualization and analytical skills
- ▶ Honesty and excellent interpersonal skills
- ▶ Willing to travel for field work at any AMK branch or sub-branch

AMK provides competitive salary package to its employees with multiple bonus and other benefits, including Khmer New Year bonus, Pchum Ben bonus, incentive, pension fund, 100% medical insurance for employee's spouse and dependences for local treatment, 24 hours accident insurance, staff loan for education purpose with only 2% interest rate per year, USD 300 bonus for both maternity or paternity and up to USD 600 if surgery required, 18 days annual leave, capacity building per job requirement, and good working condition in accordance to the Cambodian Labor Law.

Interested candidates should apply by sending a CV and a cover letter to: AMK branch and sub-branch offices or Head Office, Building 285, Yothapol Khemarak Phoumin Blvd. (271), Sk. Tomnub Tuek, Kh. Chamkarmorn, Phnom Penh, Cambodia or E-mail:

[recruitment@amkcambodia.com](mailto:recruitment@amkcambodia.com)

#### **Attachments:**

- A copy of obtained certificates or confirm letter by the University
- A copy of national identification, family book, and certificate of birth
- A copy of transcript is preferred.

For additional information, please contact at Tel: (023) 993 062 / (023) 224 763 or visiting website: [www.amkcambodia.com](http://www.amkcambodia.com)

AMK is an equal opportunity employment. Qualified women and disabled people are encouraged to apply.

Only short-listed candidates will be contacted for interview.