

WE'RE HIRING

AMK Microfinance Institution is one of Cambodia's leading microfinance institutions, with coverage all over the country. AMK employs over 3,700 staff serving almost 1,000,000 clients in nearly 13,000 villages across Cambodia, 91% of all villages. We are looking for a talented and committed individual to join our diversified team, and offering attractive career prospects across branches and departments of our business.

A job at AMK is more than just a paycheck - we support our employees in their development and growth and help them explore their unique strengths.

Job Title : **Contact Center Intern (04 Posts)**
Report to : **Senior Contact Center Officer**
Location : **Head Office**
Closing Date : **October 31, 2024**

Job Responsibilities:

- ▶ Handle Contact center both Internal External.
- ▶ Respond to customer inquiries.
- ▶ Handle and resolve customer complaints.
- ▶ Provide customer service to staff, agents and customers in a timely and escalation of issues as appropriate.
- ▶ First level support for ATM/Deposit and E-banking product.
- ▶ Provide customers with product and service information.
- ▶ Call customers where necessary.
- ▶ Complete call logs in the track.
- ▶ Complete call reports.

Qualification and Experiences:

- ▶ Bachelor degree student.
- ▶ Prior work experience in customer service and /or contact center.
- ▶ Listening skills.
- ▶ Problem analysis skill.
- ▶ Problem solving skill.
- ▶ Customer service orientation.
- ▶ Organizational skills.
- ▶ Attention to detail.
- ▶ Good communication skills in English and Khmer (written and spoken).
- ▶ Previous work experience with microfinance institutions and/or telecom is a plus.

AMK offer the opportunity to study and work directly with Contact Center Department, provide valuable experience, career development in the microfinance industry, 24hour accident insurance, and allowance. Interested candidates should apply by sending a CV and a cover letter to all AMK branches and Head Office, Building 285, Yothapol Khemarak Phoumin Blvd. (271), Sk. Tomnub Tuek, Kh.Boeng Keng Kang, Phnom Penh, Cambodia or E-mail: job@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
- For additional information, please contact at Tel: (023) 993 062 / (023) 224 763 or visiting website: www.amkcambodia.com
- AMK is an equal opportunity employment. Qualified women and persons with disabilities are encouraged to apply