

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	:	Deputy Head of Operations (01Post)
Report To	:	Head of Operations
Location	:	Head Office
Closing Date	:	March 03, 2025

Job Responsibilities:

❖ Operational related

- ▶ Develop/enhance operational processes of office standard SOP and branch's office usage SOP and Administration services SOP plus participate in the development of any procedures of other functional departments under purpose branch support function.
- ▶ Ensure the accuracy and up to date the location rental agreement standard both offices and express banking.
- ▶ Facilitate process flow of leasehold and facilities between branches and head office.
- ▶ Ensure compliance with regulatory requirements relates to office license registration, security, and safety.

❖ Branch Network

- ▶ Initiate and propose the budget of office maintenance and renovation/setup following management direction.
- ▶ Perform management control report on the readiness of all functions under branch network.
- ▶ Set up project timeline and activities plan, form up project taskforce, meet and assign tasks to them.
- ▶ Follow up the progress base activities plan and remove the snags if any so that the project is completed as scheduled.
- ▶ Work with branches to search for office buildings and suppliers of offsite express banking booths.
- ▶ Schedule maintenance of the office building, express banking booths etc..
- ▶ Monitoring the architectural work such as designing building layouts and styles or work with suppliers if outsourced; control or work with branch managers to control construction work of project contractors.
- ▶ Negotiate and process rental agreements of all offices and express banking booths; monitor those agreements, renegotiate, and process for extension if any.
- ▶ Keep tracking the project report timeline and other necessary report for the department.

❖ Branch Admin Support

- ▶ Monitoring the summarize and compile internal audit findings on OTC and support function area, schedule regular meeting with branches to set up corrective action plan, and follow up the past activities.
- ▶ Monitor the quality of administrative tasks performed at each branch include responding solution with ensuring the high expectation on office security and safety and cleanliness.
- ▶ Collect and facilitate the supports and concerned committees so that branches receive solutions to all issues, problems, and challenges.
- ▶ Facilitate allocation of human resources, process of branch staffer recruitment, annual performance appraisal, and training, to ensure personnel are well managed at branches.
- ▶ Facilitate the flows of administrative and legal supports related to office/express banking booth setup, relocation, renovation, upgrade, maintenance, and closure.
- ▶ Accumulate and maintain profile of all branches so as to satisfy the need for information for making any important decision or project implementation.
- ▶ Lead and monitor the waste management on branch's properties by collaborating with other function to ensure the life usage efficiency as mindful on office clean up concept.

❖ **Administration Services**

- ▶ Ensure the well monitoring on the safety and security for all offices as well as the office cleanliness and good working environment.
- ▶ Ensure the well implementation on reception work and its process under result of performing any administration checklists.
- ▶ Ensure the well monitoring and controlling on fleet management, handle travelling arrangement, and vehicle monitoring checklist.
- ▶ Provides administrative support to the logistics or transportation per request by SLA.
- ▶ Review and control administration service budget preparation, implementation for whole department and HQ office in order to have enough budget for new investment, reinvestment, insurance, staff logistics, repair & maintenance (vehicles and MEP) under purpose of supporting the business operations with frequently of report.
- ▶ Ensure the BCP process implementation under both purpose of prevention and detection.
- ▶ Provide training and/or coaching to the individual/team/unit in order to strengthen their capacity with leading by constructive feedback and motivation for result oriented.

Qualification and Experiences:

- ▶ Bachelor’s degree in business administration (banking, finance, accounting, or other equal)
- ▶ Several year experiences in branch setup, MEP, administration, and property management with budgeting control understanding in microfinance or banking industry.
- ▶ 2 year experiences in supervisory or managerial positions, project management.
- ▶ Ability to work with cross functional teams
- ▶ Good conceptualization, analytical skills, and report reading ability
- ▶ Honesty, good interpersonal skills, and commit to delivery result per deadline
- ▶ High energy individual who can motivate staff and create business momentum
- ▶ Very good communication skills in English and Khmer (written and spoken)

Benefits

<ul style="list-style-type: none">▶ AMK provides a competitive salary package to the employees▶ Salary increment rate every year▶ Khmer new year bonus (100%)▶ Pchum Ben bonus (Up to 50%)▶ Retirement bonus (300%)▶ AMK Pension fund (Up to 84%)▶ Retention bonus (Up to 200%)▶ Seniority payment (Backward & Forward)▶ Incentive (no cap based on performance)▶ Uniform allowance▶ Phone allowance	<ul style="list-style-type: none">▶ Moto rental allowance▶ Medical insurance including dependent (100% no limit) plus oversea treatment for staff▶ Accident insurance 24/7days▶ Birth delivery package (up to 2,400,000)▶ Staff loan (lower rate at 2%)▶ Annual leave 18 days per year▶ Paid Sick leave & maternity leave (up to 6 months)▶ Capacity development and opportunity to promote per job requirement▶ Working condition in accordance to the Cambodian Labor Law
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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](mailto: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.