



Vacancy Announcement

Hong Leong Bank Berhad is one of the leading financial services organizations in Malaysia. With a heritage of more than 100 years, providing comprehensive financial services covering consumer banking, business banking and trade finance, treasury, branch and transaction banking, as well as wealth management services. It provides both general banking and Islamic financial services. Its merger with EON Bank Group in 2011 has further embedded its position as a core banking franchise with an expanded distribution network of more than 300 branches across Malaysia.

With a proven track record in value creation and a highly recognized brand, Hong Leong Bank has also been extending its footprint in the region, with branches in Singapore, Hong Kong and wholly owned subsidiaries in Vietnam and Cambodia. In China, the Bank has a 20% shareholding in Bank of Chengdu Co., Ltd., Sichuan and a consumer finance joint venture.

Hong Leong Bank is a subsidiary of Hong Leong Financial Group Berhad, the financial services arm of the Hong Leong Group. Apart from banking, Hong Leong Financial Group is involved in the provision of insurance and takaful, as well as investment banking, unit trust, fund management and stock broking services.

Hong Leong Bank (Cambodia) Plc. a wholly owned subsidiary of Hong Leong Bank Berhad Malaysia, officially opened our banking operations in Phnom Penh on *August 23, 2013* and to support our business expansion, we are looking for qualified candidates to fill the following positions based in Phnom Penh.

1. Senior Manager, Strategy, Project, and Business Performance

Responsibilities:

Strategy & Corporate Planning

- Defines, formulates, and implements the Bank's Strategic Management Agendas to support Country Head as well as the Bank's corporate strategic goals and ensures the overall plans incorporated with relevant markets and industry trends.
- Conducts market research and strategy review for the Bank's expansion agendas and activities from time to time including economic data analysis, market data analysis by sector and target segments, to ensure we are up to the market.
- Identifies the business development opportunities, drive, and execute the strategic plans to accommodate the business direction from time to time.
- Develops strategic relationships to support the product portfolio growth and develop channels for business expansion.
- Liaises with regulatory bodies and related parties to ensure the smooth operations of the strategic plan.

Business Performance Monitoring

- Transforms strategy into operations and monitor the overall achievements and recommend any pro-active measurements to address the shortfalls of the Bank's Strategic Priorities in an integrated manner with respective senior management.
- Establishes effective tools and approaches for on-going monitoring of the business plan to ensure the business goes in the right direction.
- Be alert for any organizational changes that may affect the bank's operations both internal and external factors with valuable recommendation on action.
- Tracks sales & business performances on regular basis to ensure financial objectives are met.
- Drives analytical reports for Senior Management to deeply understand our SWOT analysis and initiate for correct actions if needed.
- Analyzes sales performance and initiate timely sales tactical campaigns and initiates to drive sales at various channels.

Project Management

- Oversees project management of the bank.
- Undertakes corporate assignments to perform and complete ad hoc tasks or projects.
- Develops compelling and data-driven recommendations for key projects.
- Works with senior management and various stakeholders to define, launch, and drive initiative projects to support the business growth.

Requirements:

- Bachelor's Degree in Banking and Finance or equivalent
- At least 10-years' banking experience in management role
- Proven analytical and communication skills
- Strong business acumen
- Independent, innovative with strong goal orientation and problem solving skills
- Strong interpersonal and communication skills necessary to thrive and influence decision
- Strong business performance analytical skills/Analytics experience
- Strong drive and passion to succeed
- Ability to work and thrive under pressure
- Strong appreciation of implementation issues and constantly delivers timelines
- Able to facilitate multiple stakeholders communication and creatively finds solutions

2. Consumer Lending Manager

Responsibilities:

- Empaneling all eligible registered car dealerships & Insurers
- Main relationships owner of the empaneled dealers/insurers
- People management of the team of consumer loan writers as we bring them on board.
- Setting business targets in conjunction with Business Unit head
- Write and review credit submissions from self and team
- Consistently meet and exceed sales targets
- Coach & train team on policy and process
- Assist with reporting and enhancement to process and policy

Requirements:

- University degree in banking and finance, management, or related field.
- At least 3 years working experience in lending in relation to auto loan.
- Good at Credit Memorandum writing skills.
- Strong sales and negotiation skills.
- Excellent customer service orientation.
- Ability to work independently as well as to work in a team.
- Ability to handle multitask and work under pressure.
- Sound communication both Khmer and English

3. Relationship Manager

Responsibilities:

- Provide marketing support to clients in line with the business banking strategy
- Establish new borrowing relationships for Business Banking (SME), preparing the required credit and financial analysis as per the bank policies and procedures to enhance the bank's market share
- Overall customer relationship management with both physical visits as well as inbound/outbound calls to clients
- Prepare proposals to increase loan disbursements and 1st level credit evaluation to clients
- Collect data to analyze and identify prospects for the development of both short term and long term business opportunities
- Service and identify both current and new client base, thus providing new offerings and solutions

Requirements:

- Bachelor degree preferably in Finance, accounting or related degree
- Minimum 3 years of working experience preferred in business banking area

- Knowledge on SME, Corporate, Trade and Client Relationship
- Good skills in the assessment of credit risk spread and the analysis of the financial statements
- Knowledge and experience of Banking /Financial Services
- Good understanding of financial accounting, trade service
- Good communication and negotiation skills
- Good command of English

4. Project Manager

Responsibilities:

Plan the project

- Define the scope of the project or digital transformation initiative in collaboration with senior management
- Create a detailed work plan which identifies and sequences the activities needed to successfully complete the project or initiative
- Determine the resources (time, money, equipment, etc) required to complete the project or initiative
- Develop a schedule for project or initiative completion that effectively allocates the resources to the activities
- Review the project schedule with senior management and all other staff that will be affected by the project activities; revise the schedule as required
- Determine the objectives and measures upon which the project will be evaluated at its completion

Implement the project or initiative

- Execute the project according to the project plan
- Develop forms and records to document project activities
- Set up files to ensure that all project information is appropriately documented and secured
- Monitor the progress of the project and make adjustments as necessary to ensure the successful completion of the project
- Establish a communication schedule to update stakeholders including appropriate staff in the organization on the progress of the project
- Review the quality of the work completed with the project team on a regular basis to ensure that it meets the project standards

Control the project or initiative

- Write reports on the project for management
- Monitor and approve all budgeted project expenditures
- Monitor cash flow projections and report actual cash flow and variance to senior management on a regular basis (monthly/bimonthly)
- Manage all project funds according to established accounting policies and procedures
- Ensure that all financial records for the project are up to date

Evaluate the project or initiative

- Ensure that the project deliverables are on time, within budget and at the required level of quality
- Evaluate the outcomes of the project as established during the planning phase

Requirements:

- Bachelor Degree in Banking and Finance or equivalent
- Minimum 5 years relevant experiences, preferable in the banking industry
- Independent, innovative with strong goal orientation and problem solving skills
- Strong interpersonal and communication skills necessary to thrive and influence decisions
- Strong drive and passion to succeed
- Able to work and thrive under pressure
- Able to facilitate multiple stakeholders communication and creatively finds solutions

5. Branch Service Manager

Responsibilities:

- Effective Operational Risk Management in the following areas :
 - Compliance of internal policies & procedures including sales compliance;
 - Statutory & regulatory compliance in relation to AMLA, SBV's regulations;
 - Ensure good internal & external audit rating;
 - Create awareness including branch staff competency risk, customer service risk.
- Customer Service Excellence (deliver consistent customer service, effective migration of Self-Service Terminals, complaint handling, queue management).
- Sales (participate and drive sales initiatives among branch staff to achieve sales targets set).
- To work jointly with BM to ensure sales compliance of branch staff is in place.
- Build and foster strong teamwork and working relationship among all branch personnel.
- Lead and motivate branch staff to work towards achieving the branch common goal.
- Supervise, train and develop branch staff to improve their competency at branch level.
- Promote career development and create a conducive working environment for teamwork and growth.
- Carry out annual staff performance appraisals jointly with BM for branch staff.
- To relief BM during his/her absence (2nd liner to relief BSM).
- Cost to serve (ensure optimal staffing level, migration to other e-channels, responsible for P&L of the branch by maintaining key cost drivers within budgeted amount).
- Execution Excellence – continuous process improvement and cost down initiatives.

Requirements:

- University degree in business, management, finance and banking, accounting or related field.
- Minimum 5 years of related working experience.
- Sound knowledge of banking operations, AML and local payment system
- Strong interpersonal, people management, influencing and communication skills.
- Service oriented mindset.
- Knowledge of Chinese is added advantage

6. Assistant Relationship Manager

Responsibilities:

- Assist Relationship Managers in preparing credit applications for credit approvals.
- Proactively support customers on service delivery.
- Closely monitor customer portfolio and assist Relationship Manager in Deeping business relationship with customers.
- Gather & analyze MIS reports pertaining to business banking.
- Provide administration and documentation support in maintaining customer credit files

Requirements:

- University degree in Finance or related discipline is preferred.
- Good command of English
- Minimum 2 years of banking experience preferred in business banking area
- Good marketing, communication, and interpersonal skill
- Willing to work under pressure
- Proactive, positive attitude, customer oriented, self-motivated & good team player

7. Assistant Consumer Lending Manager

Responsibilities:

- Proactively hunt for submissions – fully mobile
- Day to day relationships owner of the empaneled dealers sales teams
- Write credit submissions
- Consistently meet and exceed sales targets
- Strictly adhere to policy and process

Requirements:

- University degree in banking and finance, management, or related field.

- At least 2 years working experience in lending included a minimum of 12 months in relation to auto loan.
- Strong sales skill and excellent customer service orientation
- Ability to write Credit Memorandum
- Ability to work under pressure
- Sound communication both Khmer and English.

8. Contact Center Intern

Responsibilities:

- Support Contact Center in servicing customers over the phone.
- Ensure telephone courtesies at all times to customers.
- Ensure quality of all aspects of the job toward customer satisfaction.
- Assist team to ensure good customer retention by providing excellent and professional services.
- Assist Contact Center in recording daily telephone calls, customer enquiries, preparing monthly customer enquiries summary, and tracking some report.
- Perform other tasks as required from time to time.

Requirements:

- At least 3rd year of Bachelor Degree in any fields
- Knowledgeable in banking products and services is added advantage
- Good communication skills with people of all levels
- Good communication in English. Chinese is a plus.
- Able to work as team and fast learner.
- Able to provide clear information to the customer
- Computer Literacy (Microsoft Word, Excel, PowerPoint, Internet, and Email)

9. Credit Operations Intern

Responsibilities:

- Assist Credit Operations Team in all matter related such as stamping, filing, and controlling documents
- Assist in typing any documents
- Perform other tasks required by Line Manager

Requirements:

- At least 3rd year of Bachelor Degree in any fields
- Sound knowledgeable of law is a plus
- Able to work and thrive under pressure
- Sound knowledge in MS Office such as word, excel and email
- Able to facilitate multiple stakeholders communication and creatively finds solutions

How to apply: Please send only your cover letter and CV attaching a passport size photo to us at Career@hbkx.hongleong.com. Only short-listed candidates will be notified.

Please always put your email subject as "Application for XXXX (position you applied)" and rename your attached file in your full name, i.e. MuyMara_CV. Please put all your attached documents into one file only.

Contact address: #28, Samdech Pan Avenue (St. 214) Corner Street Pasteur (St. 51), Sangkat Boeung Raing, Khan Daun Penh, Phnom Penh.

Telephone: 023 999 711 (Mon-Fri, 8am-5pm)

Closing date: 14 September 2017

To know more about us, please visit our website at www.hlb.com.kh