



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. 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

2. Lending Quality Assurance Manager

Responsibilities:

- Establish standard procedure for Quality Assurance covering the bank asset book of Business and Cooperate Banking (BCB) and Personal Financial Service (PFS).
- Perform the lending quality assurance check/verification in a professional manner and in accordance with the relevant policies and procedures

- Obtain, analyze and appraise evidentiary data/document as a basis for an informed, objective opinion on the compliance, adequacy and effectiveness of loan system/processes and efficiency of performance if the activities being reviewed;
- Keep the management informed of the outcome of the QC check, deficiencies, recommending corrective actions and suggesting improvements in operational controls
- Issue reports to the senior management of the results of the reviews and engage with management to remediate issues uncovered. The reporting should include trends that communicate the effectiveness of the overall lending quality both at business and individual level
- Managed implementation and compliance of Quality Assurance program, including record keeping and training the related departments.
- Work with the Audit Department, share findings and redirect quality assurance efforts as needed to address audit findings.
- Develop and update lending checklists for staff to ensure all appropriate forms, documents are updated when changes are made to policies, procedures or newly identified risks.
- Act as Business Unit Compliance Representative (BUCR) and Operational Risk Representative (ORR), covering loans under both BCB and PFS segments.

Requirements:

- Bachelor's degree in science, finance, or economics.
- 3 years minimum of quality assurance experience in a bank or FI specifically in loans.
- Must be hands-on, organized, proactive and possess a committed work ethic
- Must be able to accept, initiate and drive change
- Strong understanding of end to end loan processes, requirements and document checking/control.
- Outstanding interpersonal skills and analytical and communicative skills (English and Khmer)
- Attention to details and concerns for quality.

3. Digital Banking Manager

Responsibilities:

- Leading a team in Digital Banking development and innovation.
- Innovate and build new and/or expanded product and services opportunities for the digital banking services via ATM, CDM, Internet & Mobile banking, E-wallet and Mobile payment partnership.
- Working closely and continuously with Head of Support Services and Strategy and Head of Personal Financial Services to review the relevance, pricing, and performance of Digital Banking value propositions relative to new business strategy, customer changing needs, marketplace competition and new technologies
- Develop related product and services roadmaps to meet new market requirements and trends, ensures timely delivery, and track any changes/revisions made to roadmaps
- Develop concept papers, business case and all relevant documentations for new Digital Banking products, services and solutions. Prepare and present periodical product updates, budget, project scope and timeline for management approval
- Work with various internal/external parties and vendors both in Cambodia and overseas to ensure the success of the execution and where required, escalate issues for management decision
- Any other new assignment and project assign by Management from time to time
- Assist immediate supervisor in leading and developing skill sets across all team members and coach the team to meet department business drivers
- Assist immediate supervisor in establishing department and individual goals and objectives that are consistent with the department's strategies / goals and effectively monitor and report the implementation of these goals
- Assist to oversee and manage the daily operations of the team
- Champion the Digital Banking roadmap and delivery both internally and externally
- Continuous effort to improve business in support of building brand awareness and improving customer experience leveraging on the digital banking technology and platform.

Requirements:

- Recognized Degree in Finance and Banking or its equivalent or related fields
- At least 3 years of relevant experience with Digital Banking in leading the development of new products and technical solutions. Prior relevant experience in banking and mobile payment company is a plus
- Possess good knowledge of competitive Digital Banking products and tactics relative to new development efforts
- Possess excellent communication and interpersonal skills
- Proven project management skill and leadership skills
- Understanding of New Product Development Processes And Methodology
- Excellent presentation skills
- Able to work under pressure and meeting tight timeline
- Team player with the confidence to take the lead to communicate with internal and external stakeholders.

4. Assistant Digital Banking Manager

Responsibilities:

- Provide support to customers or branch staff related to digital channel e.g. internet banking, mobile banking, ATM, CDM issues at branch and Offsite.
- Monitor and support any issues for customer including internal staff related to digital channel/platform.
- Support Digital Banking Manager in planning and executing digital channel delivery and deployment to ensure a smooth and on time implementation.
- Monitor and providing analytical insights and performance trend of digital channel/platform including its uptime.
- Proactively monitoring on real or potential risks (internal and external) of the HLBCAM digital channel/platforms e.g. internet banking, mobile banking, ATM, CDM etc. and recommend for risk prevention/mitigation solution.
- Immediately inform to Digital Banking Manager for any suspicious, skimming device and fraudulent transactions.
- Work closely with vendors on the digital channel/platform's maintenance either onsite or offsite and regular visit the site to ensure that they are well maintained.
- Work with relevant stakeholders to solve any complaints including transaction disputes
- Participate in the planning and execution of the new digital channel, enhancement or new product
- Produce daily, weekly and monthly reports and ad-hoc request as assigned by the management.
- Support Manager for any other new assignment and project assigned by management from time to time.

Requirements:

- University degree in Finance or related discipline is preferred.
- Good command of English
- Minimum 2 years of banking experience preferred in business banking are A Bachelor's degree in business administration, IT skill
- Preferably having good knowledge of core banking systems from a business operational perspective
- Minimum one-year of similar experience
- Hands on experience of internet and mobile banking and online payments is preferred
- High tech savvy
- Good knowledge in Ms. Office such word, excel and email
- Good communication skills including English proficiency
- Good interpersonal skills
- Proactive
- Able to work under pressure
- Strongly commitment.

5. 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

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: 30 November 2017

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