



## 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 - Deposits

#### Responsibilities:

- Growing a strong deposit base & customer footings via acquisition & expansion of New to Bank high net worth individuals in country, tapping into both retail as well as business owners.
- Managing customer relationships to build a profitable relationships with customers, to deepen and broaden account relationships with the objective to generate revenue and focus on deposits and wealth management.
- Market deposits in both local and foreign currencies & cross sell investment products where applicable.
- Plan and assist Head of Department to host & run events with the interest to build better customer relationships and also acquisition of new customers.
- To refer business loans to HLBCAM business centers where necessary.
- To actively service customers on their personal financial needs aligned with customers' needs
- Networking high net worth individuals within the community.
- Worked with Product Owner, to offer proactive and personalized financial services to the affluent segment customer.

#### Requirements:

- Bachelor degree preferably in banking, finance, accounting or related fields.
- Minimum 3 years of working experience preferred in business banking deposit area.
- Familiar in dealing with business customer and financial analysis.
- 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 and Mandarin is added advantage.

## **2. Relationship Manager – Loan Writer**

### 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

## **3. Branch Manager**

### Responsibilities:

- Support the Consumer Banking strategy with direct responsibility for sales and distribution at the branch, including priority banking segments. Sales and distribution to include all Consumer Banking products as determined in the business strategy.
- Undertakes sales planning and activities to achieve branch sales goals as well as sales management with full P&L responsibilities.
- Directly oversees the day to day running of branch operations in maintaining high level of efficiency and customer service excellence.
- Implement people strategies in development of skills and competencies, career planning and succession planning in the branch work force.
- Cross sell for group in the region through referrals of opportunities identified where appropriate.
- Work closely with all related parties in aligning branch strategy and ensuring compliance within internal and external regulatory framework.

### Requirements:

- Graduate from University or College (main subject: banking, finance, accounting, English, Marketing)
- Excellent track record in the financial industry with more than 5 years of working experience in a bank branch environment.
- Preferred to have experience in sales, managing sales and marketing.
- Demonstrate clear leadership traits with strong goal orientation and accountability.
- Strong interpersonal, communication and soft skills necessary for sales people management.
- Very strong drive and passion to succeed
- Ability to work and thrive under pressure.

## **4. Mobile Mortgage Manager**

### Responsibilities:

- Deliver sales excellence in identifying and meeting the needs of the target customers.

- Consistently meet and exceed monthly sales targets. Ensure self-discipline on daily individual sales activities (i.e. approaching customers, prospecting, cold calling, conducting presentation...) to achieve consistent sales results.
- Diligence in helping line manager to maintain and to develop business relationship with partners (i.e. auto dealers, property brokers...).
- Conduct high sales quality standard by adhering to internal/external sales quality standard.
- Continuous improvement in product knowledge via various learning aids (i.e. on-job-training, coaching, in house training...)
- Produce work of a high standard of quality, efficiency and accuracy in daily operations.
- Ensure all applications/credit papers submitted for approval are completed to a high standard in all respects
- Handle customers' complaints (if any) properly and promptly, and within regulated internal responding time
- Comply strictly to internal/external regulations relating to banking operation
- Assist time to time on reports & statistics, i.e. market update/survey of product trends and competition.

Requirements:

- Graduate from University or College (main subject: banking, finance, accounting, English, Marketing)
- At least 02 years working experience with minimum 12 months in a related field/experience.
- Strong sales skill, sound communication/negotiation/presentation skills and excellent customer service orientation.
- Deliver excellence service quality:
- Ability to work independently as well as to work in a team
- Ability to handle multitask and to work under pressure
- Good communication skills

## 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

## 6. Assistant Mobile Mortgage Manager

Responsibilities:

- Deliver sales excellence in identifying and meeting the needs of the target customers.
- Consistently meet and exceed monthly sales targets. Ensure self-discipline on daily individual sales activities (i.e. approaching customers, prospecting, cold calling, conducting presentation...) to achieve consistent sales results.
- Diligence in helping line manager to maintain and to develop business relationship with partners (i.e. property & real estate brokers...).
- Conduct high sales quality standard by adhering to internal/external sales quality standard.
- Continuous improvement in product knowledge via various learning aids (i.e. on-job-training, coaching, in house training...)
- Produce work of a high standard of quality, efficiency and accuracy in daily operations.
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- Good communication skills

## **7. Senior Personal Financial Consultant**

Responsibilities:

- Ensure the high level of good rapport with customers, prospect and business partners.
- Plan and execute sales program of the branch in order to build and grow customer base.
- Write mortgages loans and refer businesses to business banking team.
- Manage the branch sales team to provide satisfactory banking services all customers.
- Assist the Branch Manager in ensuring the branch's objectives are met.
- Manage team members' performance.

Requirements:

- Graduate from University or College (main subject: banking, finance, accounting, English or marketing).
- At least 2 years of work experience in a similar role.
- Able to work independently and team leadership skills.
- Chinese Mandarin is a plus.
- Able to plan and ensure targets are met.
- Able to provide efficient customer service.
- Good communication skills including English proficiency.
- Result oriented with a strong desire to lead sales team.

## **8. Officer, Payments, Trade and Treasury Operations**

Responsibilities:

- Process day to day back office transactions, including payment, trade finance, treasury, remittance, and payroll.
- Assist in clearing activities, and handle all the payment related to Inward/Outward Credit Remittance, and settlement account day end balancing.
- Reconcile of accounts under the care of Operations Support team.
- Support the servicing of ATMs.
- Assist in preparing ITRS Report and other reports as required.
- SWIFT Preparation with the following MT103, 202, 300 and 320 and other type of MTs assign by line manager.
- Basic Knowledge/understanding about Trade Finance's products and services.

Requirements:

- Diploma/Degree in business/finance/accounting or related field.
- 1-2 years of work experience in a similar role.
- Good communication skills required including English proficiency.
- Results-orientated, adheres to turn-around times/deadlines.
- Customer service-orientated and helpful to those in need of assistance.

## 9. Personal Financial Consultant

### Responsibilities:

- Approach and maintain good rapport by providing satisfactory banking service to customers, prospect and business partners as well as other stakeholders
- Execute promotions and sales of products defined by team leader or management
- Contribute to ensuring the branch's objectives are met
- Proactively cross-sell consumer banking products and refer other businesses to relevant business units

### Requirements:

- Graduate from University or College (main subject: banking, finance, accounting, English or Marketing)
- At least 2 years of work experience in a similar role
- Able to work independently
- Able to provide efficient customer service
- Able to handle complaints
- Good communication skills including English proficiency
- Result oriented with a strong desire to sell

## 10. Teller

### Responsibilities:

- Handle cash, fund transfers, cheque issuing and clearing, foreign currency buying and selling, and other frontline transactions
- Maintain and change customer information in system
- Perform end of day cash balancing and vouchers
- Perform filling for all documents on frontline transactions
- Assist the supervisor to provide satisfactory banking services and operations support to all external and internal customers
- Perform add-hoc job assignment, which shall be assigned by the management from time to time

### Requirements:

- Associate degree or Diploma
- At least 1 year of work experience in a similar role
- Ability to adhere to high customer service standard
- Ability to handle cash transactions and accounting posting
- Good communication skills including English proficiency
- Ability to handle customer complaints

**How to apply:** Please send only your cover letter and CV attaching a passport size photo to us at [Career@hbk.hongleong.com](mailto:Career@hbk.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:** 29 June 2018

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