

## Job Description

Position:	<b>Officer, Call Center</b>
Department:	Branch Operation
Reporting to:	Manager, Call Center
Location:	Headquarter

### I. Duties and Responsibilities

- Provide bank product and service inquiries for loans, deposits, mobile banking, cards, Bakong service, etc.
- To support the dispute, such as the Bakong dispute, the Card dispute, and the LHPP dispute and resolve the customers complaint.
- Support all bank social media in replies, comment, and chat.
- Monitoring ATM/ATM card/Visa cards.
- Other tasks assign by line manager.

### II. Qualification

- Relevant Degree.
- 1+ of experience full stack with focus back end.
- Out bound call sell products to customer.
- Support reply chat on social media.
- Prepare document request office supply.
- Booking minute meeting.
- Good communication skills with customers.
- Contact Center, Problem Solving, analysis, investigation skills.