



JOB ANNOUNCEMENT

MOHANOKOR Microfinance Institution Plc is a financial institution in the provision of inclusive financial services to poor people within operation areas in 25 provinces and cities in order to contribute to the social economic development in Cambodia. To respond with rapidly growth of institution, we are looking for the qualified applicants for the vacant position as **Manager of Call Center Unit 01** position based in **Head Office**.

Job Responsibilities:

1. Building and executing the call center strategy to enhance the customer experience.
2. Overseeing the dashboard of service delivery to customers.
3. Acting as the focal person for call center system integration with the IT department or vendors.
4. Developing Standard Operating Procedures (SOP) and handling instructions with service level agreements.
5. Enhancing the chat and call flow to ensure a seamless customer journey.
6. Developing attractive chat and call scripts for agents' interactions with customers.
7. Keeping track of Frequently Asked Questions (FAQ) lists by product.
8. Coaching and training call center staff on challenging customer service issues and tele sales skills.
9. Building tools, both offline and online, to track the performance of operators or agents and facilitate service recovery.
10. Analyzing call center data and preparing reports and performance dashboards.
11. Evaluating staff effectiveness and performance on an annual or as-needed basis.
12. Developing monthly, quarterly, and annual call center goals and action plans.
13. Assisting the line manager in preparing complaint management reports to regulators.
14. Preparing work schedules/rosters to ensure sufficient coverage.
15. Assisting in the development and revision of Key Performance Indicators (KPIs) for each position based on current HR strategies.
16. Other task assigned by line manager

Job Requirement:

1. At least 03-year experience in credit proposal/ operation in MDI/Bank.
2. Bachelor or master's degree in business or another relevant field.
3. Basic understand of Retail and SME customer with assessment skills of credit risk.
4. Good in written and spoken English and Khmer.
5. Ability to manage a lending support and dynamic team and deliver effective service.
6. Critical problem-solving and analytical ability to measure and evaluate credit performance and impact.
7. Honesty, good health, strong commitment to work, perseverance, goals and vision.

- Interested candidates can be send an application with detailed CV to MOHANOKOR through
- e-mail: recruitment@mohanokor.com;
 - Telephone: 087 999 221/088 433 59 99
 - #24, Yothapol Khemarak Phoumin Blvd (271), Sangkat Ou Baek K'am, Khan SenSok, Phnom Penh, Kingdom of Cambodia. For more information.

Thank You!