



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 Relationship Unit-Deposit**, based in **Head office**.

Job Responsibilities:

1. To plan and execute the sales & marketing business strategies / action plans to achieve specific business objectives, such as customer acquisition, cross-selling, and product launches.
2. Create comprehensive sales strategies to achieve individual and relationship team targets. Collaborate with the branch sales team to identify potential leads, develop customer retention plans, and maximize revenue generation opportunities
3. Conduct regular training sessions to enhance the team's sales skills, product knowledge, and customer service abilities. Offer personalized coaching to individuals to address their specific needs and help them reach their full potential. Continuously update training materials to align with market trends and industry best practices.
4. Regularly review and analyze individual and relationship team performance. Identify areas of improvement and develop action plans to address any gaps. Implement performance metrics and KPIs to measure progress and motivate the team to achieve targets.
5. Collaborate with sales support branches in different regions to ensure consistency in sales strategies, product knowledge, and customer service standards. Provide guidance and support to branch managers and sales representatives to drive sales growth and customer satisfaction.
6. Utilize sales data and analytics tools to identify patterns, trends, and opportunities for improvement. Generate reports to track progress, forecast sales projections, and present findings to senior management.
7. Promote and market Mohanokor's products and service to the market and expand clientele base as well as the mohanokor's market position
8. To build relationship with existing and new customers
9. To attend to all customer's enquiries as well as deposits, loans application and ensure timely closure of business deals & in compliance with Mohanokor's regulated policy.
10. Contribute in new production and productions/services enhancement.
11. Build and maintain strong relationships with clients to ensure customer loyalty and retention
12. Serve as a point of contact for clients regarding non-credit related inquiries, such as account balances, transactions, and fees
13. Act as a liaison between clients and other departments, such as non-credit to ensure that clients receive comprehensive support and assistance
14. Perform other tasks assigned by line manager.

Interest candidates can be send an application with detailed CV to MOHANOKOR through E-mail address: recruitment@mohanokor.com , #24, Yothapol Khemarak Phoumin Blvd (271), Sangkat Ou Baek K'am, Khan SenSok, Phnom Penh, Kingdom of Cambodia. For more information, please contact phone number: **087 999 221**

Thank You!