

# WE'RE HIRING

**AMK Microfinance Institution** is one of Cambodia's leading microfinance institutions, with coverage all over the country. AMK employs over 3,600 staff serving almost 1,000,000 clients in nearly 13,000 villages across Cambodia, 91% of all villages. We are looking for a talented and committed individual to join our diversified team, and offering attractive career prospects across branches and departments of our business.

A job at AMK is more than just a paycheck - we support our employees in their development and growth and help them explore their unique strengths.

**Job Title** : Head of Operations Department ( 1 Post )  
**Report to** : Chief Retail Business Officer  
**Location** : Head Office  
**Closing Date** : August 25,2022

## Job Responsibilities:

- ❖ **Operations**
  - ▶ Develop/enhance operational processes of customer service and participate in the development of any procedures of other functional departments that have a direct correlation with duties of the support team at all branches.
  - ▶ Facilitate the flow of fund between branches and head office.
  - ▶ Monitor and assist with cash reconciliation at all branches to ensure that daily operations is closed properly.
  - ▶ Lead and monitor the implementation of cash management procedure and other procedures to be followed by branch's support team; review and amend if any impracticability or loopholes found.
  - ▶ Ensure that effective documentation is in place, in the form of user guides and implement operational improvements to reduce operational costs, tighten controls, improve service quality and customer service.
  - ▶ Ensure compliance with Regulatory requirements relating to Banking Operations.
- ❖ **Express Banking**
  - ▶ Develop/enhance operational processes of express banking service and participate in the development of any procedures of other functional departments that have a direct correlation with this service.
  - ▶ Lead projects on machine deployments, relocations, and removals.
  - ▶ Search for machine vendors and service suppliers and negotiate the deals.
  - ▶ Manage stock of ATM cards to ensure sufficiency for the business needs.
  - ▶ Monitor service of all express banking booths. This shall include cash loading and balance, reconciliation, and operations of machines (repairing, fixing, and maintenance).
  - ▶ Work with other functional departments to put solutions forwards to any operational issues to ensure customer's problems are accounted for professionally.
- ❖ **Settlement**
  - ▶ Develop/enhance operational processes of settlement transactions and participate in the development of any procedures of other functional departments that have a direct correlation with this role.
  - ▶ Process operational settlement transactions for customers, billers, and other business partners.
  - ▶ Assist branches to find discrepancies, mismatches, other irregularities in carrying out transactions and help correct if any.
  - ▶ Negotiate the process with billers/partners to smooth out internal operations.
  - ▶ Work with other functional departments on projects and to solve technical issues.
- ❖ **Branch Network**
  - ▶ Set up project timeline and action plan, form up project taskforce, meet and assign tasks to them.
  - ▶ Follow up progress of action plan and remove the snags if any so that the project is completed as scheduled.
  - ▶ Work with branches to search for office buildings and suppliers of offsite express banking booths.
  - ▶ Schedule maintenance of the office building, express banking booths etc..
  - ▶ Perform architectural work such as designing building layouts and styles or work with suppliers if outsourced; control or work with branch managers to control construction work of project contractors.
  - ▶ Negotiate and process rental agreements of all offices and express banking booths; monitor those agreements, renegotiate, and process for extension if any.

❖ Branch Support

- ▶ Summarize and compile internal audit findings on OTC and support function area, schedule regular meeting with branches to set up corrective action plan, and follow up the past activities.
- ▶ Monitor the quality of administrative tasks performed at each branch.
- ▶ Collect and facilitate the supports of other departments and concerned committees so that branches receive solutions to all issues, problems, and challenges.
- ▶ Facilitate allocation of human resources, process of branch staffer recruitment, annual performance appraisal, and training, to ensure personnel are well managed at branches.
- ▶ Facilitate the flows of administrative and legal supports related to office/express banking booth setup, relocation, renovation, upgrade, maintenance, and closure.
- ▶ Accumulate and maintain profile of all branches so as to satisfy the need for information for making any important decision or project implementation.

**Qualification and Experiences:**

- ▶ Bachelor’s degree in business administration (banking, finance, accounting, economics, or marketing)
- ▶ Seven-year experiences in branch operations management in microfinance and banking industry
- ▶ Five-year experiences in supervisory or managerial positions.
- ▶ Strong leadership capabilities
- ▶ High energy individual who can motivate staff and create business momentum
- ▶ Very strong communication skills in English and Khmer (written and spoken)
- ▶ Ability to work with cross functional teams
- ▶ Proven record of successful project delivery
- ▶ Ability to construct business models and write business plans with financial projections
- ▶ Strong conceptualization and analytical skills
- ▶ Honesty and excellent interpersonal skills

**Benefits**

<ul style="list-style-type: none"> <li>▶ AMK provides a competitive salary package to the employees</li> <li>▶ Salary increment rate every year</li> <li>▶ Khmer new year bonus</li> <li>▶ Phchum Ben bonus</li> <li>▶ Retirement bonus</li> <li>▶ Staff incentive</li> <li>▶ Staff pension fund</li> <li>▶ Staff retention bonus</li> <li>▶ 100% medical insurance for employee’s spouse and children for local treatment</li> <li>▶ Staff accident insurance 24/7days</li> </ul>	<ul style="list-style-type: none"> <li>▶ Staff loan for education purpose with only 2% interest rate per year</li> <li>▶ Staff housing loan with only 5% interest rate per year</li> <li>▶ Allowance for employee and spouse who given birth to the baby</li> <li>▶ Annual leave 18 days per year</li> <li>▶ Staff capacity development and opportunity to promote per job requirement</li> <li>▶ Staff seniority payment</li> <li>▶ Working condition in accordance to the Cambodian Labor Law</li> <li>▶ Staff overseas treatment</li> </ul>
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Interested candidates should apply by sending a CV and a cover letter to: AMK branch and sub-branch offices or Head Office, Building 285, Yothapol Khemarak Phoumin Blvd. (271), Sk. Tomnub Tuek, Kh.Boeng Keng Kang, Phnom Penh, Cambodia or E-mail: [job@amkcambodia.com](mailto:job@amkcambodia.com)

**Attachments:**

- A copy of obtained certificates or confirm letter by the University
- A copy of national identification, family book, and certificate of birth
- For additional information, please contact at Tel: (023) 993 062 / (023) 224 763 or visiting website: [www.amkcambodia.com](http://www.amkcambodia.com)
- AMK is an equal opportunity employment. Qualified women and persons with disabilities are encouraged to apply.