



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 **Head of Sale Department - 01 Post** based in **Head Office**.

A. Job Responsibilities

Strategic Planning, Performance Management and Reporting

- Develop and implement operational strategies, policies and procedures to streamline processes and ensure compliance, improve efficiency, and achieve business objectives
- Provide leadership and direction to deputy head, unit managers, and branch managers ensuring alignment with organizational goals and priorities
- Develop and manage operational budgets, disbursement and financial plan, and cost control measures to optimize resource allocation and maximize profitability and work and collaborate with Finance and Treasury Department to ensure efficient fund management
- Lead the operational planning and collaborate with relationship, marketing, finance departments and other support departments to forecast demand and ensure high quality service delivery of all products and services including human resource management at all branches and manage resources effectively
- Work with the management and branches to ensure strategic objectives agreed at senior level are translated into tactical business plans with key performance areas, key performance indicators in place to monitor progress
- Monitor Key Result Areas and Key Performance Indicators (KPIs), and operational benchmarks to assess performance, identify areas for improvement, and drive operational excellence in accordance with the resources provided and be accountable for the over-all achievement of agreed KPIs
- Ensure that monitoring of client transactions, disbursement, payment and portfolio quality is at the required standard and take action or provide recommendation to resolve issues to the CEO
- Review and enhance department delivery process with a view to ensure that a smooth workflow within the department for a cost effective and cost effective provision of products and services
- Foster and lead a culture of continuous improvement, innovation, and accountability within the operation team, encouraging feedback and collaboration to develop and implement process improvements, cost-saving initiatives, customer service delivery, portfolio quality enhancement programs to improve customer service, cost effectiveness and controls
- Provide specialist knowledge and support to all branches network in various operational and system issues to ensure deliverables are achieved to meet business requirements on time and according to budget.
- Lead and motivate teams, acting as change agent to adapt to evolving market conditions and business needs so that transformation and development programs are created and then carried out with commitment to agreed timelines and resources
- Provide regular reports, updates, and presentation to the management and stakeholders on operational performance, initiatives, and achievements
- Handle other management and regulatory reporting requirement

Human Resource Management

- Ensure that staffing requirement under his department and all branches is according to the plan and placement timing and coordinate with the Human Resource Department on staffing related issues including solving grievance and administrative actions
- Mentor, coach, and develop team members, providing guidance, support and opportunities for professional growth and advancement
- Ensure proper training/coaching are planned and delivered to frontline operations team, Regional Manager and Branch Manager
- Monitor strict adherence to policies and procedures, code of conduct and setting high standards of professionalism across the department and branches
- Facilitate staff performance evaluation in coordination with the HRD

Partnership and Linkage

- Coordinate and build strong relationship with local authorities in the conduct of business operation to ensure collaboration and focus on deliverables
- Strong knowledge of customers information and business relationship to customize products and services based on their needs and maintain standard portfolio quality
- Represent the organization in external forums, industry events, and business partnerships, promoting the company's reputation and interests

Social and Environmental Protection Performance Management

- Streamlining of social and environmental protection performance management in all operational policies and procedures, management and monitoring tools and ensure compliance in practice, documentation and reporting

Coordination with other Support Departments

- Coordinate with administration department related to branch issues on office maintenance, institutional branding and safety at work, asset management and reporting, management and maintenance of transaction records, documents according to filing system
- Coordinate with the Research and Development Department in the implementation of products and services, changes and cooperate in relation to research initiatives
- Coordinate with Risk Department and Compliance Department on issues on risk and compliance as well as in managing internal and external audits and ensure that actions on findings are implemented as agreed and on time

Other Task

- Responsibility for doing other tasks as assigned by the CEO and Top Management

B. Job Requirements

1. Master or Bachelor degree in Economics, Business Administration, Finance or other relevant fields
2. Significant and proven experience in or at least 5 years' experience in managing operation of financial institution (MDI/Bank) and in managing people
3. Having a technical knowledge such as Ms. Word, Excel, Powerpoint, Visio and Email
4. Fluency in English in writing, reading, speaking and listening

C. Skills Requirements

1. Skills and Experience in developing operational policies and procedures, products and services for banks and financial institutions
2. Well understanding and skills in banking operations workflow and processes, complaint handling and retail customer services
3. Proven experience in managing process and procedural improvements to achieve outstanding results

4. Proven understanding of the market for financial institutions and analysis skills to improve existing products and services
5. Ability to see a bigger picture and formulate strategies and concepts
6. Ability to focus and motivate others towards a stated goal or objectives, winning commitment of others to a decision or course of action
7. Inspiring by demonstrating high personal standards of performance, integrity, honesty and commitment
8. Proven ability to manage change via a clear vision and motivating of others
9. Clear and effective communication both in written and verbal with colleagues at all levels
10. Persuasive and can influence colleagues and senior stakeholders
11. Ability to train, mentor and coach and support development and growth
12. Presentation skills in a professional and confident manner

➤ **How to apply**

- Interest candidates can send an application with detailed CV to MOHANOKOR through E-mail address: recruitment@mohanokor.com or direct address #24, Yothapol Khemarak Phoumin Blvd (271), Sangkat Ou Baek K'am, Khan Sen Sok, Phnom Penh, Kingdom of Cambodia.
- Only short-listed candidates will be contacted for an interview
- For more information, please contact phone or Telegram: **087 999 291 / 087 999 221**.

Thank You!