

CURRENT VACANCIES – SEPTEMBER 2015

Vacancy	Division	Location
Manager, Trade Finance & Back Office Treasury	Operations	HCM
Relationship Manager	PFS	HCM
Direct Sales	PFS	HCM / Hanoi
Personal Financial Consultant	PFS	HCM

MANAGER, TRADE FINANCE & BACK OFFICE TREASURY

JOB RESPONSIBILITIES:

- Supervise the delivery of all Trade Services and Treasury products with the primary purpose of meeting service standards.
- Ensure compliance with all internal operating procedures and external regulatory guidelines.
- Serve as a key person for Relationship Managers, Relationship Officers and staff members for enquiries and problem solving for day-to-day business.
- Co-ordinate with local IT, Head Office IT and system vendor to lead on system enhancement or new projects.
- Liaise with Legal to finalize standard templates of agreements, contracts, confirmations, etc.
- Work with Swift department of Head Office to implement testing and install new Swift updates.
- Expand correspondent network by building up interbank relationship based on actual and potential business requirements
- Follow up the implementation of internal and external audit points together with any issues raised by external regulators pertaining to Trade Services and Treasury Back Office.
- Implement changes to guidelines & procedures of Trade Services, Treasury Back Office and Swift to apply best practice and to be in line with development in business and changes in external regulations.
- Assess, control and manage operational risk.
- Maximize productivity of the team.

REQUIREMENTS:

- University degree in banking or foreign trade.
- At least 5 years working experience in Trade Services and Treasury Back Office & at least 1 year experience at management level.
- Sound knowledge of ICC rules, local laws, legal, risk management, AML
- Good understanding of Trade Services and Treasury products
- Strong verbal and written communication skills in both English and Vietnamese

RELATIONSHIP MANAGER

JOB RESPONSIBILITIES:

- Growing a strong deposit base & customer footings via acquisition & expansion of new-to-bank high net worth individuals in the community, tapping into both retail as well as business owners.
- Marketing deposits in both local and foreign currencies & cross-selling investment products where required.
- Developing personal loans via cross-selling to current priority customers, via cold calls, building relationship with car and real estate broker and other distribution channels.
- Selling banc-assurance including life and non-life insurance to potential customers.
- To refer business loans to HLBVN business centers where necessary.
- To actively serve customers on their personal financial needs aligned with customers needs
- Managing customer relationships to build a profitable relationships with customers, to deepen and broaden account relationships with the objective to generate revenue and focus on deposits, wealth management and loans.
- To plan, host & run community based events with the interest to build better customer relationships and also acquisition of new customers.
- High net worth individuals within the community.

REQUIREMENTS:

- University Degree in any field.
- At least 1 year experience in the financial services business both deposit (preferably in priority or premier banking) and personal loan. Currently, servicing a base of high network client in the community.
- Enthusiastic and confident in assisting people to manage investment and financial portfolios. Strong communication and interpersonal skills and a high respect for confidentiality and privacy of customers are also essential to this role.
- English & Chinese fluency is an advantage.

DIRECT SALES

JOB RESPONSIBILITIES:

- Deliver sales excellence in identifying and meeting the needs of retail lending customers.
- Consistently meet and exceed monthly sales targets. Ensure self-discipline on daily individual sales activities (i.e: approaching customers, prospecting, cold calling, conducting presentation...) to achieve consistent sales results.
- Diligence in helping line manager to maintain and to develop business relationship with partners (i.e: auto dealers, property brokers).
- Conduct high sales quality standard by adhering to internal/external sales quality standard. No fraudulent cases happened.
- Continuous improvement in the depth and breadth of product knowledge and skill set across product range via various learning aids (i.e: on-job-training, coaching, in house training...)
- Deliver excellence service quality
- Produce work of a high standard of quality, efficiency and accuracy in daily operations.
- Ensure all applications/credit papers submitted for approval are completed to a high standard in all respects.
- Handle customers' complaints (if any) properly and promptly, and within regulated internal responding time.
- Ensure having no operational mistakes that lead to financial loss to customers and the Bank.
- Comply strictly to internal/external regulations relating to banking operation in Vietnam.
- Assist line manger from time to time on reports and statistics information (i.e: market update/survey of product trends and competition).

REQUIREMENTS:

- Bachelor or associate degree in any fields
- Fresh graduation or at least 01 year working experience in related field is an advantage
- Strong sales skill, sound communication/negotiation/presentation skills and excellent customer service orientation.

PERSONAL FINANCIAL CONSULTANT

JOB RESPONSIBILITIES:

Deliver sales excellence on focused products (consumer loan, NTB, CASA, non life and credit line) in identifying and meeting the needs of retail customers

- Consistently meet and exceed monthly sales targets. Ensure self-discipline on daily individual sales activities to achieve consistent sales results.
- Diligence in helping line manager to maintain and to develop business relationship with partners.
- Conduct high sales quality standard by adhering to internal/external sales quality standard. No fraudulent cases happened.
- Continuous improvement in the depth and breadth of product knowledge and skill set across product range via various learning aids.

Deliver excellence service quality:

- Produce work of a high standard of quality, efficiency and accuracy in daily operations.
- Ensure all applications/credit papers submitted for approval are completed to a high standard in all respects.
- Handle customers' complaints (if any) properly and promptly, and within regulated internal responding time.
- Ensure having no operational mistakes that lead to financial loss to customers and the Bank.
- Comply strictly to internal/external regulations relating to banking operation in Vietnam.

Others:

- Assist time to time on reports & statistics, i.e: market update/survey of product trends and competition.
- Team work

REQUIREMENTS:

- Bachelor or associate degree in any fields
- At least 03 years working experience in related field
- Strong sales skill, sound communication/negotiation/presentation skills and excellent customer service orientation.