



PR/094261 | SME Relationship Manager

Job Information

Recruiter

JAC Recruitment Vietnam Co., Ltd

Job ID

1513524

Industry

Bank, Trust Bank

Job Type

Permanent Full-time

Location

Vietnam

Salary

Negotiable, based on experience

Refreshed

January 7th, 2025 07:00

General Requirements

Minimum Experience Level

Over 3 years

Career Level

Mid Career

Minimum English Level

Business Level

Minimum Japanese Level

Business Level

Minimum Education Level

Associate Degree/Diploma

Visa Status

No permission to work in Japan required

Job Description

COMPANY OVERVIEW

JAC's client - A top Local Bank is looking for a Relationship Manager (Japanese speaking) **JOB RESPONSIBILITIES**

Customer Insight:

- Organize to find and exploit effectively potential customers for CBC:
- Analyze market potential, build relationships with organizations, associations, state management agencies in charge to find potential customers in line with the development orientation of CBC
- Organize to exploit effectively potential customers developed by CBC and/ or distributed by CIBG

Products and Price:

- Design product solutions and pricing policies to meet the needs of customers / groups of customers at CBC
- Organize and deploy activities to update CIBG products, policies and business programs in accordance with CIBG's orientation at CBC

Sales and service:

- Implement and supervise the implementation of customer care policies and programs at CBC
- Develop business plans, deploy and manage CBC activities according to CIBG's direction from period to period in order to effectively implement business plans and objectives.
- Coordinate, supervise, directly/supportly, monitor, analyze, periodically evaluate and effectively implement the business

objectives of CBC's department and employees.

- Service quality management:
- Implement and supervise to ensure effective implementation of regulations on service quality standards of CBC and CBC employees.
- Regularly check and supervise service quality for CBC departments / employees, especially positions in direct contact with customers.
- Make plans periodically to contact and communicate with customers to obtain opinions and improve the service quality of CBC

Risk management

Credit risk management

- Urge and remind CBC's employees to fully and effectively control the credit quality at CBC
- Tightly control problem debts, coordinate in handling problem debts
- Participate/support in checking the customers' actual use of capital issued credit at CBC according to regulations.

Operational risk management:

- Implement and promote a culture of compliance và manage operational risk at the unit
- Lead as an example
- Direct and help to establish principles and priorities in risk management
- Coordinate with relevant units, assess, execute and monitor operational risks at the unit
- Report immediately incident;

Operation

- Manage, ensure that the activities of employees at CBC strictly comply with the regulations, procedures, instructions ... related
- Approve / propose approval and sign contracts and documents related to CBC activities within authorization
- Approve / propose approval of financial expenditures within the scope of authority
- Coordinate with Director of Branch / Regional Director / Regional CIBG Director, related units in implementing, promoting business activities, operating at CBC

Effective management

- Effectively manage the CBC's customer portfolio according to TCB's guidelines, regulations
 - Strictly manage the CBC's business results and performance compared to the assigned targets
- Other jobs: duties assigned by the Regional Director, Regional CIBG Director

PEOPLE MANAGEMENT

- Attract, onboard and retain the right talents for a high- performing team
- Communicate team and individual KRAs/ KPIs, goals, action plan, expectations and results to team members
- Manage team performance và provide feedback regularly (following the annual performance management cycle);
- Enable team member's professional and personal development through capability assessment, training, coaching và feedback, etc.
- Motivate and recognize team members' contributions towards the team's shared goals
- Responsible for developing talents within the team
- Act as a role model and promote corporate culture at sub- function level
- Understand and communicate relevant HR offerings to team members.

JOB REQUIREMENT

- University degree prioritizes Economics / Finance / Banking / Business Administration / Accounting / Auditing
- Minimum of 8+ years in the field of sales, management and sales promotion in banking and finance for corporate customers, at least 4 years experience in management position
- English: Minimum TOEIC 650 or equivalent

Apply online or feel free to contact me directly for more information about this opportunity. Due to the high volume of applicants, we regret to inform you that only shortlisted candidates will be notified. Thank you for your understanding.

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Company Description