

<b>JOB TITLE/ Chức danh:</b> <b>RELATIONSHIP MANAGER</b>	<b>Division/ Khối:</b>
<b>This Position Reports to</b> <i>Báo cáo cho:</i> <ul style="list-style-type: none"> <li>•</li> </ul>	<b>Positions Reporting to this Position</b> <i>Nhận báo cáo từ:</i>
<b>Summary of Duties/ Tóm tắt nhiệm vụ</b> Building and maintaining client relationships, understanding their financial needs, and providing tailored banking solutions, while also identifying and pursuing new business opportunities.	
<b>General Scope/ Phạm vi trách nhiệm</b>	
<b>Job Descriptions/ Mô tả công việc</b> <ul style="list-style-type: none"> <li>➤ <b>Client Relationship Management:</b> <ul style="list-style-type: none"> <li>• Building and maintaining strong relationships with clients, both existing and prospective.</li> <li>• Understanding clients' financial needs, goals, and risk tolerance.</li> <li>• Providing personalized financial advice and solutions tailored to individual client needs.</li> <li>• Acting as a primary point of contact for clients, addressing their inquiries and concerns.</li> <li>• Regularly communicating with clients to stay informed about their financial situation and evolving needs.</li> </ul> </li> <li>➤ <b>Sales and Business Development:</b> <ul style="list-style-type: none"> <li>• Identifying and pursuing new business opportunities.</li> <li>• Generating leads and securing new clients.</li> <li>• Promoting the bank's products and services to clients.</li> <li>• Cross-selling and up-selling financial products and services to existing clients.</li> </ul> </li> <li>➤ <b>Financial Product Knowledge:</b> <ul style="list-style-type: none"> <li>• Possessing in-depth knowledge of various financial products and services offered by the bank, including deposits, loans, investments, and insurance.</li> <li>• Understanding industry regulations and compliance requirements.</li> </ul> </li> <li>➤ <b>Risk Management:</b> <ul style="list-style-type: none"> <li>• Assessing and managing credit risk associated with loan portfolios.</li> <li>• Ensuring compliance with KYC (Know Your Customer) and AML (Anti-Money Laundering) regulations.</li> </ul> </li> <li>➤ <b>Customer Service:</b> <ul style="list-style-type: none"> <li>• Providing excellent customer service and resolving client issues promptly and efficiently.</li> <li>• Ensuring client satisfaction and building loyalty.</li> <li>• Handling customer inquiries and complaints professionally.</li> </ul> </li> <li>➤ Any other duties that will be assigned from time to time by the Management.</li> </ul>	

<p><b>Essential Qualifications/ Trình độ chuyên môn</b></p> <ul style="list-style-type: none"> <li>• University Degree.</li> <li>• 5-7 years of experience as Relationship Manager or Trade Sales at a domestic joint stock bank.</li> </ul>	<p><b>Essential Attributes (Knowledge/skills requirements)/ Những yêu cầu cơ bản (Kiến thức/kỹ năng yêu cầu)</b></p> <p>➤ <b>Knowledge:</b></p> <ul style="list-style-type: none"> <li>• Analyze financial data and assess risk</li> <li>• Proficiency in using banking software and systems.</li> <li>• Understanding of financial products and services.</li> </ul> <p>➤ <b>Skills:</b></p> <ul style="list-style-type: none"> <li>• Excellent communication skills, both written and verbal.</li> <li>• Strong interpersonal skills to build rapport and trust with clients.</li> <li>• Active listening skills to understand client needs and concerns.</li> <li>• Strong problem-solving skills to identify and address client issues.</li> <li>• Ability to identify and pursue new business opportunities.</li> <li>• Strong sales skills to promote financial products and services.</li> <li>• Ability to build and maintain strong client relationships.</li> <li>• Time management and organizational skills.</li> <li>• Ability to work independently and as part of a team.</li> <li>• Adaptability and resilience to handle a fast-paced and dynamic environment.</li> </ul>
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**Approval/ Phê duyệt**

**Accepted by/Chấp nhận**

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Date/Ngày:

<b>BENEFIT/ Lương, thưởng, đãi ngộ:</b> <ul style="list-style-type: none"> <li>• Salary: negotiation</li> </ul>	<b>WORK PLACE/ Địa điểm làm việc:</b> <ul style="list-style-type: none"> <li>• HCM city, Vietnam</li> </ul>
<b>Level</b> <ul style="list-style-type: none"> <li>• Level:</li> </ul>	<b>Industry/ Ngành nghề:</b> <ul style="list-style-type: none"> <li>• Digital bank (thuộc Standartcharters)</li> </ul>
<b>Team size</b> <ul style="list-style-type: none"> <li>•</li> </ul>	<b>Language/ Ngôn ngữ:</b> <ul style="list-style-type: none"> <li>• English</li> </ul>
<b>Ghi chú cho người giới thiệu (quan trọng)</b> <ul style="list-style-type: none"> <li>• .</li> </ul>	