



PR/094875 | Branch Service Manager (MGR)

Job Information

Recruiter

JAC Recruitment Vietnam Co., Ltd

Job ID

1543476

Industry

Bank, Trust Bank

Job Type

Permanent Full-time

Location

Vietnam

Salary

Negotiable, based on experience

Refreshed

June 17th, 2025 12:01

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 and Job Overview

JAC's client is a leading bank in Asia, looking for a Branch Service Manager position.

Location: Ho Chi Minh City

Job Responsibilities

Branch Operations, Customer Services and Sales Referrals

- Support Head of Branch Service to ensure smooth running of daily branch operations/ controls.
- Responsible for delivering branch services, operation controls and sales referrals.
- Takes charge to drive service excellence and sales referral KPIs among team members.
- Maintains high standards of operational controls and audit compliance in the branch.

- Ensure all staff comply with both external and internal governance standards.
- Ensures branch achieve service delivery and issue resolution timelines.

Branch Management

- Responsible for building bench strength of the team through training and upskilling.
- Manage overall resources of the branch to meet daily operational/ servicing needs.
- Assume responsibilities of transaction checker and registered key / combination holder.

People Management

- Identify staff capabilities and identify skills gap. Provide guidance to staff on job performance with regular reviews.
- Career development plan for branch staff. Responsible for staff development, training and grooming.
- Responsible for staff appraisal and performance review.
- Perform staff counselling where required.

Others:

- Project a professional image through high standard of personal grooming.
- Any other duties as assigned by Head of Branch Service.

Job Requirements

- A recognized tertiary education with at least 5 years' experience in branch operations preferred.
- Strong leadership qualities in building an effective team.
- Excellent people management and communication skills.
- Highly motivated and driven.
- Strong customer service mindset and enjoy the challenge of meeting and exceeding customers' expectations.
- A team player, with good communication and problem-solving skills.
- Effectively bilingual (written and spoken).

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Company Description