



PR/095072 | Director of Priority Banking Services

Job Information

Recruiter

JAC Recruitment Vietnam Co., Ltd

Job ID

1554703

Industry

Bank, Trust Bank

Job Type

Permanent Full-time

Location

Vietnam

Salary

Negotiable, based on experience

Refreshed

August 12th, 2025 10:30

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 bank, looking for a Director of Priority Banking Services (Giám đốc Khách hàng ưu tiên) position.

Location: Ho Chi Minh City

Job Responsibilities

Customers: Customer List Administration

- Organize, guide, and implement the management of priority customer portfolios at the Priority Banking Center.
- Support PRMs in analyzing customer needs, evaluating the bank's ability to meet those needs, and estimating the necessary resources.
- Direct and support action plans for customer development based on customer insights.
- Help PRMs fulfill both financial and non-financial customer needs to ensure service satisfaction, strengthen relationships, and sustainably grow the portfolio.

- Lead customer surveys and analyses to determine the most effective business approaches for priority clients.
- Build and maintain long-term customer relationships.

Products and Services: Quality Management Of Consulting and Services

- Organizing activities to provide products and services to Priority customers, ensure the quality of consulting and service quality of employees at the Center.
- Check, supervise and support employees to handle problems arising in the process of providing products and services to bring the best experience to priority customers.
- Regularly check and monitor the service quality of the Center, especially the positions directly in contact with customers.
- Propose ideas and participate in process/product/service improvement, policy/strategy planning related to priority customer segment

System: Operational Compliance & Risk Management

- Ensure Center operations adhere to internal policies, procedures, and service-level agreements (SLAs).
- Control operational and credit risks to protect both customer and bank interests.

Human Resources: People & Culture Management

- Build and develop employee and successor teams with stakeholder support to secure sufficient resources.
- Actively participate in creating training materials, delivering training, sharing knowledge, and mentoring staff at the Center, as well as broader capacity-building efforts.
- Evaluate staff to maintain a high-quality workforce for business needs.
- Manage with fairness, transparency, and respect.
- Lead by example in fostering an organizational culture at the Center.
- Ensure proper implementation of culture-building activities so employees understand and apply cultural values consistently.

Effective Management: Planning, Execution, And Results

- Develop, implement, and oversee business plans and activities in line with Techcombank's strategies.
- Receive, allocate, monitor, and evaluate employee targets at the Priority Banking Center.
- Measure and assess the effectiveness of business and service delivery.
- Maintain a consistent business rhythm aligned with bank strategy.
- Actively coordinate with stakeholders to address operational or service issues promptly.
- Manage the Center's operating budget within approved limits.
- Perform other duties as assigned by management.

Job Requirements

- Graduated from an accredited university with good or excellent academic performance
- Preferred majors: economics, finance, banking, foreign trade, business administration
- Priority given to international graduates from reputable overseas universities in related fields or candidates holding CFA, CPA, or ACCA certifications
- English proficiency: TOEIC certificate or equivalent as required by the bank

- At least 6 years of experience in credit, sales, direct sales, or sales promotion in the banking and finance sector
- Minimum 5 years of experience in consulting financial products and services for the priority customer segment
- Preference for candidates with similar experience at other banks
- Strong background in customer service and priority client care, with deep understanding of their behaviors and needs
- In-depth knowledge of credit operations, risk management, and premium financial product packages
- Experienced in training and coaching staff on priority banking products, services, and service quality

#LI-JACVN

Notice: By submitting an application for this position, you acknowledge and consent to the disclosure of your personal information to the Privacy Policy and Terms and Conditions, for the purpose of recruitment and candidate evaluation.

Privacy Policy Link: <https://www.jac-recruitment.vn/privacy-policy>

Terms and Conditions Link: <https://www.jac-recruitment.vn/terms-of-use>

Company Description