



## PR/095170 | Personal Banking Director - Giám đốc Khách hàng Cá nhân

### Job Information

**Recruiter**

JAC Recruitment Vietnam Co., Ltd

**Job ID**

1559155

**Industry**

Bank, Trust Bank

**Job Type**

Permanent Full-time

**Location**

Vietnam

**Salary**

Negotiable, based on experience

**Refreshed**

September 23rd, 2025 10:44

### General Requirements

**Career Level**

Mid Career

**Minimum English Level**

None

**Minimum Japanese Level**

None

**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 local bank, looking for a Personal Banking Director (Giám đốc Khách hàng Cá nhân) position.

Location: Ho Chi Minh City, Mekong Delta

#### Job Responsibilities

- Develop, implement, and monitor business plans/activities in the retail banking non-lending services segment.
- Evaluate and measure the effectiveness of business/service activities within the segment.
- Proactively coordinate with relevant stakeholders to promptly resolve operational and customer service issues.
- Ensure the department consistently meets assigned KPIs.
- Manage the department's operating budget within the approved limits.
- Develop and manage relationships with customers and other partners.

- Attract, onboard, and retain talent that aligns with the organization's culture.
- Motivate and recognize team members' contributions to achieve common goals.
- Train, coach, and supervise staff to ensure compliance with the bank's service quality standards.
- Propose ideas and participate in improving processes/products/services, and in planning policies/strategies related to the individual customer segment.
- Ensure departmental activities comply with laws, internal policies, regulations, procedures, guidelines, and service quality commitments.
- Be responsible for managing debt quality and the debt portfolio at the unit (including but not limited to: debt restructuring, rescheduling).

#### Job Requirements

- Bachelor's degree or higher in Economics, Finance, Banking, International Trade, or related fields.
- Minimum 6 years of experience in banking, including at least 3 years in a managerial position (e.g., Head of Personal/Corporate Banking Department or equivalent).
- Strong knowledge of banking products and services.
- Good understanding of customer behavior in the banking sector.
- Familiarity with the local economic, social, and demographic landscape.
- Proven leadership and people management skills.
- Strong organizational, team management, and execution abilities.
- Discipline, integrity, proactiveness, and agility in managing work.
- Proficiency in office applications and banking/financial software.

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#### Company Description