



## PR/095072 | Director of Priority Banking Services

### 募集職種

#### 人材紹介会社

JAC Recruitment Vietnam Co., Ltd

#### 求人ID

1554703

#### 業種

銀行・信託銀行・信用金庫

#### 雇用形態

正社員

#### 勤務地

ベトナム

#### 給与

経験考慮の上、応相談

#### 更新日

2025年08月12日 10:30

### 応募必要条件

#### 職務経験

3年以上

#### キャリアレベル

中途経験者レベル

#### 英語レベル

ビジネス会話レベル

#### 日本語レベル

ビジネス会話レベル

#### 最終学歴

短大卒：準学士号

#### 現在のビザ

日本での就労許可は必要ありません

### 募集要項

#### 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.

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

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会社説明