

SAMIC's Profile:

SAMIC PLC, the Micro Finance Institution, (former CHC Limited) is a Public Limited Company with multinational shareholders. The company was transformed from the Credit Program of Cambodian Health Committee (CHC), an NGO established in March 1994. The core products/services of the company are providing financial products/services to low income and rural poor households in the target areas within Cambodia.

Due to our business growth and operations expansion, SAMIC Plc is now looking for qualified candidate to fill in vacant position of **Complaint Resolution Officer**.

Job Descriptions:

- Receive all complaints from both internal and external customers and consolidate into weekly report for the CEO to review;
- Answer all incoming phone call to receive complaint in a polite manner;
- Consolidate weekly and monthly complaint reports or upon the request of the Company Secretary & Legal Manager and/or the CEO;
- Provide inform to clients if it is not the complaint matter;
- Assist the Company Secretary & Legal Manager for some documentation related works;
- Perform other tasks as may be assigned by the Company Secretary & Legal Manager

Job Requirements:

- Bachelor Degree in Public Administration or the related field.
- Experience in the related field is a plus.
- Outgoing and good interpersonal skills
- Strong computer skills in MS-Office software, knowledge in design software is prefer.
- Good command of spoken and written English.
- Good interpersonal skills

How to Apply:

Interested applicants should submit a cover letter together with updated CV, a recent photo (4 x 6), and expected salary to the HR & Admin Department of SAMIC PLC (MFI) at the contact below:

Head Office in Phnom Penh:

Contact Person : Recruitment Officer

Mobile : 010 789 967

E-mail : ro-tola@samic.com.kh

Website : www.samic.com.kh

Address : #C57-61, St. Cheerfulness, Sangkat Teuk Thla, Khan Sen Sok, Phnom Penh, Cambodia.

Note: Only shortlisted applicants will be contacted for the interview.

Women and disable persons are encouraged to apply