

ABOUT BFL BRED Group

Born as a partnership between BRED a French bank and BCEL, Banque Franco-Lao (BRED Group) identity combines a French flavor and a local presence. BRED Group was created as a cooperative bank by entrepreneurs in 1919, and kept this entrepreneurship spirit since its creation along with a strong community involvement and promotion of new initiatives.

Innovation in the banking sector has become a key, not only in terms of digital solutions, but also through the advice that we propose to our customers. What we want to put at the heart of our action is a better understanding of our customer's projects, in order to build proximity and strong partnership with our customers, through dedicated Personal Bankers, reactivity to their questions and tailor-made solutions.

Personal Banker/Sales Executive

(Based in Vangvieng)

KEY RESPONSIBILITIES

- Expand loan portfolios, develop sales plans based on customer needs, and build relationship with customers.
- Proactively determine customer needs and actively sell the bank's range of transactional and relationship products and services (including Consumer Lending) to meet identified needs.
- Provide quality customer service by consistently demonstrating a sincere interest and willingness to meet customer needs in a timely manner.
- Develop relationships, using excellent customer service skills and ensuring the customer's transactional and basic relationship banking requirements are satisfied.
- Provide efficient service to individual customers by performing a full range of bank procedures and transactions, including closing the sale.
- Proactively identify and address areas of customer dissatisfaction, follow up and resolve any customer complaints.
- Work with the team to seek out and leverage feedback from customers.
- Regularly contact and review the banking needs of the Top 50 high value Service Unit customers.

KEY REQUIREMENTS

- Tertiary Qualification in Economic, Business Management, Finance, Banking or Related Disciplines
- Sound understanding of the financial services industry.
- Understanding of Consumer and SME lending products.
- Understanding of sales culture, attention to details and solid customer care expertise.
- Critical thinking and analytical skills.
- Strong communication and problem-solving skills
- Ability to work effectively in a team environment.
- Proficiency in Microsoft Offices (Word, Excel, PowerPoint)
- Have a good command of English language.

STAFF BENEFITS

- Training and Development Opportunities
- Attractive Salary
- Annual Salary Review and Bonus
- Monthly Food Allowance
- Employee Health Insurance on top of Social Security Benefit
- Staff Loan Benefit at Low Interest Rate
- Personal Cash Advance upto 20% of your annual gross salary
- Foreign currencies exchange upto 100% of your annual gross salary
- Quarterly Budget for Team Building/Social Gathering
- Employee Saving Plan in USD

Apply now via email: recruitment@bfl.la
Closing date for applications is 09 February 2024