

ASSISTANT PRODUCT MANAGER

Company Profile:

The Commonwealth Bank (Group) is Australia's leading financial institution. It commenced operations in 1912 and since then it has been providing banking, investment, insurance, brokerage and other financial services to more than 10 million customers in Australia and around the world. The Group is also growing internationally with investments and operations in Australia, New Zealand, the US, Europe, Japan and the Asia-Pacific region.

Commonwealth Bank of Australia welcomes you to its first branch in Vietnam located in Ho Chi Minh City. Our branch offers a range of banking products and services such as personal and business banking accounts, home, personal and business loans, foreign exchange and international trade services. Our banking products are also supported by leading customer service and convenient access to your money using the hundreds of VNBC ATM machines in Ho Chi Minh City and across Vietnam.

Work for Australia's leading bank – now operating in Vietnam

When you choose a career in Vietnam with us, you will join a team of more than 35,000 people all over the world. Our people strive to deliver one shared vision:

“To be the finest financial services organisation through excelling in customer service”.

At the Commonwealth Bank we aspire to:

- Make our people feel valued
- Provide a service experience our customers appreciate
- Be respected and admired in our community

Contact Information:

Company name:

COMMONWEALTH BANK OF AUSTRALIA – HO CHI MINH CITY BRANCH

Company address:

65 Nguyen Du Street, District 1, Ho Chi Minh City

Company website:

www.commbank.com.vn

Company size:

25-99

Job Description:

Are you a dynamic, energetic and self-motivated person looking for a challenging and rewarding career in an international bank? This is an excellent opportunity to build a career with the Commonwealth Bank of Australia – Australia's leading retail Bank. We are looking for a qualified Vietnamese national to work in our office in Ho Chi Minh City in the position of **Assistant Product Manager**.

Key Responsibilities:

- Monitor market interest rates and competitor interest rates and fees with the objective of managing the balance of ensuring that the products remain competitive while at the same time are priced to achieve revenue and balance targets;
- Produce balance and revenue forecasts;
- Prepare pricing recommendations to be presented to the Vietnam Pricing Committee;
- Liaise with the Operations staff to ensure processes that support the products are efficient and cost effective;

- Liaise with the Operations and Customer Service staff to ensure that the customer and service experience as it relates to the products is of a high standard;
- Ensure compliance and risk policies are adhered to;
- Ensure that regulations relating to the products and services are adhered to;
- Ensure customer complaints that relate to the products are answered within policy guidelines and timeframes;
- Ensure all product policies, pricing strategy, are developed to meet the business objectives;
- Contribute to and gain from the community of the Vietnam Banking and CBA team;
- Apply team membership behaviour consistent with desired Vietnam Banking and CBA team behaviours;
- Live team commitments, accept accountability and accept ambiguity.

Job Requirements:

Year of experience : 3 year(s)
 Minimum education level : Bachelors

1- REQUIREMENTS:

- A university degree in Finance/Banking/Commerce (preferred);
- Demonstrated capacity to work under high pressure and independently;
- Three years working in the banking industry in a relevant role (preferred);
- Excellent written and spoken English and Vietnamese;
- Ability to work both as a contributing team member and with other teams;
- Commitment and willingness to accept accountability and ambiguity;
- Be effective, proactive and creative. Capacity to work under tight deadline pressure;
- Practice excellent communication skills and excellent organization skills;
- Strong knowledge of banking products and operations so as to ensure processes that support product sales are efficient and cost effective and that product policies and pricing strategy are developed to meet business objectives;
- Excellent customer service skill to ensure that the customer and service experience as it relates to products is of a high standard.

2- APPLICATION:

Interested candidates should send an application letter and their full curriculum vitae (CV) in English including contact details by email to jobs@commbank.com.vn.

The closing day for applications is **20 January 2010**.

General Information:

Job Type : Full-Time Permanent
 Location : Ho Chi Minh
 Salary : Negotiable