

Cards, Merchants & Payment Services Division

Position: Supervisor – Debit & Prepaid Card Operations

Main Responsibilities

- Supervise daily debit and prepaid card operational tasks.
- Check and verify customer application forms and KYC documents.
- Handle card account setup, maintenance, replacement, and block/unblock requests.
- Monitor daily transaction reports, exception cases, and failed transactions.
- Follow up on card delivery with branches and service teams.
- Support dispute and chargeback cases with correct documentation.
- Monitor fraud alerts and coordinate with the risk team.
- Oversee merchant settlement process including daily transaction settlement checking, refund and adjustment verification, and reconciliation with finance team.
- Resolve settlement discrepancies with merchant service team.
- Ensure reconciliation tasks (fees, refunds, adjustments) are completed accurately.
- Maintain accurate records and ensure compliance with SOPs.
- Train junior staff and report issues to Assistant Manager/Manager.

Requirements

- Bachelor's degree.
- Minimum 5 years experience in banking or card operations.
- Strong understanding of card operations and merchant settlement workflow.
- Good communication, coordination, and follow-up skills.
- Detail-oriented with strong problem-solving ability.