

Cards, Merchants & Payment Services Division

Position: Deputy Manager – Debit & Prepaid Card Operations

Key Responsibilities

- Handle daily debit & prepaid card issuing and maintenance
- Monitor transactions and solve operational issues
- Prepare dispute and chargeback cases
- Perform settlement checks and follow up on mismatches
- Support system testing and process improvements
- Ensure compliance and proper record-keeping
- Assist in team supervision and branch support

Requirements

- Bachelor's degree in business/finance or related field
- 3–5+ years in card or banking operations
- Good knowledge of debit/prepaid card processes
- Strong communication and analytical skills
- Ability to support team management