

Cards, Merchants & Payment Services Division

Position: Manager – Debit & Prepaid Card Operations

Key Responsibilities

- Oversee debit & prepaid card issuing, activation, and maintenance
- Manage ATM/POS/e-commerce transaction operations
- Review and approve disputes, chargebacks, and reversals
- Lead daily settlement and reconciliation with Finance
- Coordinate system issues and upgrades with IT and vendors
- Ensure compliance with internal policies and regulations
- Lead and train the card operations team

Requirements

- Bachelor's degree in Business/Finance or related field
- 5–7+ years in card or banking operations
- Strong card operations, settlement, and dispute knowledge
- Leadership and decision-making skills
- Good communication and problem-solving abilities