

Cards, Merchants & Payment Services Division

Position: Manager / Deputy Manager (Management Role)

Main Responsibilities

- Lead and manage overall Credit Card Operations team.
- Oversee end-to-end credit card workflow (application, KYC, system setup, card delivery).
- Handle all operational matters: daily monitoring, fraud alerts, disputes, settlement, reconciliation.
- Improve operational processes to ensure accuracy and efficiency.
- Review SOPs and ensure compliance.
- Coordinate with branches, customer service, IT, and partner banks.
- Prepare operational reports for management.

Requirements

- Bachelor's degree (business/finance preferred).
- 5+ years' experience in credit card or banking operations.
- Strong leadership and problem-solving skills.
- Knowledge of card operations, risk, dispute process, settlement.