

Cards, Merchants & Payment Services Division

Position: Supervisor

Main Responsibilities

- Supervise and support daily operations tasks.
- Check applications and verify KYC compliance.
- Follow up with branches on card delivery and customer issues.
- Manage card activation, block, replacement, limit changes.
- Support dispute & chargeback documentation.
- Handle reconciliation tasks (card fees, refunds).
- Train junior staff and report issues.

Requirements

- Bachelor's degree.
- 3+ years experience in card/bank operations.
- Detail-oriented with strong follow-up skills.