

POSITION DESCRIPTION

Kina Bank

AM3759 - Senior Officer, Card Operations (Multiple Positions)

Kina Bank was established in Papua New Guinea in 1985 as a diversified financial services company. Listed on the Australian and Port Moresby Stock Exchanges, Kina Bank is the fastest growing bank in PNG. As a strong, secure, dynamic business, we are expanding our teams to create more jobs for Papua New Guineans.

Working for Kina Bank means you'll be part of something exceptional. We're different from other banks because we believe that strong relationships are at the heart of everything we do.

Kina Bank is inviting exceptional candidates to apply for the role of:

SENIOR OFFICER - CARD OPERATIONS (MULTIPLE POSITIONS)

The role is responsible to effectively manage the overall operation of Kina Bank's outstanding chargebacks and settlement of card transactions between local banks and schemes review and also resolve special card related issues, concerns, requests, problems and complaints received from internal and external customers.

Key Responsibilities:

- Managing and mitigating any losses due to fraud as well as to deliver high-quality operational support through accurate and timely action and clearance of fraud related cases in line with schemes rules and regulations
- Scheduling, monitoring and escalating of activities within banks policies as well as schemes rules & regulations within agreed timelines
- Analysis of customer dispute letters, affidavit of fraud and other documents received from Card Members including Visa/Mastercard/ UPI
- Maintain daily MIS for incoming & outgoing retrieval & chargeback
- Process Chargeback cycle activities which include Retrieval Requests, Representations, Compliance and Arbitrations
- Analyzing, scrutinizing and evaluating the documents received from the merchants according to the guidelines laid by Visa/Mastercard/ UPI and then representing the chargeback case back to the issuing bank
- Process new applications for Debit/Credit card, renewals and dispatch and execute end to end card production process
- Execute all card maintenance requests like expiration, pin number, address modification, and loss
- Participate in all card/POS related system testing for all enhancements and new systems
- Develop and implement fraud transaction monitoring rules to detect unauthorized card use in coordination with Card Operations
- Handling of fraud investigations and providing documentation and analysis to assist Manager, Card Operations in decision making.

Expected Competencies:

- Tertiary qualification
- Minimum 5 years in Card Operations environment
- Strong knowledge of Debit /Credit card & POS operations
- Must be fully conversant with Visa/MasterCard rules and regulations and transactions flows
- A fair knowledge in EMV and 3D Secure transactions especially from a dispute resolution perspective
- Excellent communication, presentation, coaching and leadership qualities to take responsibility in providing superior quality service
- Ability to meet deadlines whilst maintaining quality, accuracy and reliability
- Ability to work under pressure with strong knowledge of Microsoft Excel and analytical skills.

Applications close cob Friday 10th May 2019

To apply for this position:

- Download and complete the Application Form from <http://www.vanguardpng.com>.
- Email the application to recruitment@vanguard.com.pg together with a copy of your CV in MS Word format.

Note: Do not include copies of any other documents. You will be asked to provide the originals of certificates etc if you are selected for Interview