

POSITION DESCRIPTION

Kina Bank

AM3760 - Cards Officer (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:

CARDS OFFICER (MULTIPLE POSITIONS)

The role is responsible to handle the day to day activity of the cards operations customer services including handling customer complaint and requests or daily settlements and also ensure that collation of data is performed and that the scheme reporting is performed every quarter to avoid penalty from the schemes.

Key Responsibilities:

- Review transaction disputes to ensure chargebacks are accurate and are actioned in a timely manner to avoid loss and adheres to the Scheme Regulation and Local Interchange agreement
- 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
- Monitoring and reporting card transactions to the schemes every quarter.

Expected Competencies:

- Tertiary qualification
- Minimum 2-3 years banking experience
- Accuracy and reliability
- Ability to meet deadlines whilst maintaining quality
- Ability to work under pressure and meet timelines
- 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