

POSITION DESCRIPTION

Kina Bank

AM3764 - Senior Officer, Merchant 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 - MERCHANT OPERATIONS (MULTIPLE POSITIONS)

The role reports to the Manager Merchant Operations ensuring the delivery of superior customer service experience and high service levels, with minimal impact to the merchants.

Key Responsibilities:

- Asset Register and Stock Inventory for Merchants
- Assess and validate merchant application and sign off EFTPOS load form
- Oversee merchant on-boarding process
- Manage staff user access levels for Merchant systems
- Day two report validation and sign off
- Manage Merchant helpdesk issues and Oversee technical support to the merchants during business and after hours
- Merchant fraud control, monitoring and reporting mechanisms
- Oversee Billing processes
- Oversee and maintained specific regulatory reports, for example BPNG requests, Master Visa & UPI (Scheme merchant statistics)
- Sign off on merchant closure and audit
- Compliance management.

Expected Competencies:

- Tertiary qualifications in Business, Information technology or related discipline desired
- Comprehensive knowledge of various Graphical User Interface (GUI) products such as Integrated Credit Card System, Card Management system, Integrated Merchant System and Terminal Management Systems and etc
- Minimum of 5 years diversified experience in Electronic Banking, Information Technology and or Financial Services Industry
- Excellent Interpersonal skills, effective communication and presentation skills
- Good understanding of electronic products, business model and processes
- Problem solving and structured analysis skills
- Attention to detail with good planning & organizing ability
- Customer service orientation and team work
- Presentation and facilitation skills
- Ability to work flexible hours when business needs arise and to work under pressure
- Knowledge and adaptability of Microsoft Excel, Word, Projects & Visio
- Act with honesty, integrity, due skill, care and diligence

Applications close cob Friday 24th 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