

Deputy Manager - Cards Portfolio Engagement

 Closing Date: 30th September 2022

Job Profile

- Perform credit limit enhancements within given credit parameters while monitoring the performance of reactive limit enhancements
- Manage the cards portfolios and ensure continuous growth of the existing bases
- Safeguard the bank from any potential loss by monitoring any exceptions to detect any runs
- Ensuring the continued compliance with internal policy documents , Audit , CBSL and other related documents
- Management of customer communication & complaints
- Monitor SLA & card life cycle
- Manage the service level of the reactive request, Proactive Card Upgrade project & credit DA
- Maintain up to date department instruction manual
- Provide necessary guidance to the team to improve the efficiency and the effectiveness

Experience & Qualifications

- Minimum of 5 years' experience in a bank / Financial Institution / Service Industry
- Excellent knowledge in cards credit and card business operation model
- Meeting deadlines under demanding working conditions
- People management, interpersonal and multi-tasking skills
- Good knowledge in computer literacy including MsOffice package

Please forward your CV to careers@nationstrust.com specifying the vacancy which you are applying for on the subject line. Kindly note that only shortlisted candidates will be called for the interview.