BE PART OF OUR

GROWTH STORY

EXECUTIVE - CHARGEBACKS CARD CENTRE

You should ideally:

- possess a professional qualification in Banking, Finance, or a related field
- have over 5 years of experience in Card Centre operations
- demonstrate sound knowledge or strong interest in card payment systems, fraud management, and dispute resolution
- have hands-on experience with platforms such as Visa Resolve Online, MasterCom, China UnionPay, LankaPay, or similar systems
- exhibit strong analytical and documentation skills
- show a high level of attention to detail, with a strong commitment to compliance and meeting deadlines

You will be mainly responsible for:

- Investigating and managing chargebacks, retrievals, representments, and pre-arbitrations in accordance with international card scheme rules (Visa, Mastercard, China UnionPay, Lankapay, etc.), internal policies, and regulatory requirements
- Ensuring strict compliance with dispute regulations and resolution timeframes set by the card schemes
- Analysing transactional data to evaluate dispute validity and recommend appropriate resolution actions
- Coordinating and communicating effectively with merchants, cardholders, and card schemes throughout the dispute process
- Maintaining accurate records and comprehensive reporting on dispute case statuses and outcomes
- Contributing to process improvements and supporting initiatives aimed at enhancing chargeback performance and achieving KPIs

We are an equal opportunity employer, committed to promoting an inclusive and diverse environment. Recruitment to the Bank is based solely on merit and competency irrespective of other characteristics that make our employees unique.
Any form of canvassing is discouraged. Correspondence will only be with the short-listed candidates.

Please apply via e-mail by sending an updated CV or a DFCC Bank application form which could be downloaded from our website to recruit@dfccbank.com with the post applied for in the subject by **13th July 2025**.

Chief Human Resource Officer
DFCC Bank PLC 73/5,
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Fitch Ratings A (lka)
Licensed Commercial Bank supervised by CBSL

✓ DFCC BANK
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