BE PART OF OUR

GROWTH STORY



EXECUTIVE - GENERAL OPERATIONS

CARD CENTRE

You should ideally:

- be a graduate in Business Administration, Management, Finance, Banking, or a related discipline with a strong understanding of banking operations
- possess sound knowledge of card operations, payment systems, operational processes, and regulatory requirements
- have proven experience in managing operational workflows, service delivery standards, and process improvement initiatives
- possess strong analytical, problem-solving, and decision-making skills with the ability to identify and resolve operational issues effectively
- have excellent leadership, people management, coaching, and stakeholder management skills to drive team performance
- possess strong communication, reporting, and Microsoft Office skills with the ability to work accurately under pressure and meet deadlines

You will be mainly responsible for:

- monitoring and approving card maintenance activities while ensuring timely processing within agreed SLAs and while minimizing financial losses
- managing card balance build-up products, card cancellations, system setups, and maintenance queues accurately and efficiently
- ensuring card operational activities are completed within SLAs by allocating resources, optimizing processes, and implementing automation initiatives
- maintaining operational statistics, providing management and regulatory information, supporting projects, new products and service implementations
- managing staff, audit, compliance, operational risk, business continuity, vendor management, and regulatory reporting activities in line with bank and regulatory requirements

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 position applied for mentioned in the subject line, within 7 days of this advertisement.

Chief Human Resources Officer
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