

# Exciting Career Opportunities

## Head-Card Operations

**Reporting to: Country Head of Operations**

**Business Unit: Operations**

**Location: Lusaka**

### Job Purpose

Responsible for all Debit card, Prepaid card and Card Systems operational functions. This includes setting Operational strategic direction, ensuring that production and efficiency goals are met. This position will manage all cardholder authorization and related fraud detection activity and ensure systems are operating.

### Key Outputs & Responsibilities

- Prepare and agree a Card operations strategy with the Country Head of Operations to assist Retail to grow its deposit book and achieve its strategic objectives.
- Lead a team of Operations Officers (including recruiting, motivating and coaching employees to deliver goals)
- Ensure key service level metrics are met- both internal and with client
- Manage end to end Card processing by governing the processing Hub in a proper manner.
- Coordinate with Cards Business and IT to ensure that all changes required to

introduce new Cards, etc. are done in a timely and cost-effective manner.

- Ensure that appropriate Operational procedures/Policies are documented and approved periodically by the appropriate Authority.
- Ensure that all Visa/MasterCard/NFS other Scheme Rules for Chargebacks and Settlements are tracked and implemented in a timely and cost-effective manner.
- Proactively identifies, assesses and mitigates risk issues
- Ensure Compliance (Internal, Regulator and Visa/MasterCard) and Audit requirements are met.
- Lead for Cards Operations, any major Change Project impacting the area.

### Education Requirements

- Grade 12 School Certificate with 5 credits including English and Mathematics
- Business Degree in a relevant field

### Experience

- 5+ years' Banking experience
- Proficiency in MS Office (Word, Excel, Power point and Outlook)

Interested Applicants who meet the job requirements should e-mail their CV's to [jobs-zm@bancabc.com](mailto:jobs-zm@bancabc.com). Only shortlisted candidates will be contacted. Be sure to include the job applied for in the subject field. **Closing date: Tuesday 4<sup>th</sup> February 2020**

***Reshaping African Banking***