

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 Areas of Responsibility

- 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)
- 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 submitted, documented and approved periodically by the appropriate Authority as per expected time-lines .
- Ensure that all Visa/MasterCard/NFS other Scheme Rules for Chargebacks and Settlements are tracked and implemented in a timely and cost-effective manner.
- Ensure maker & checker for entering all transactions in card systems as well as in core banking systems and other related applications.
- Proactively identifies, assesses and mitigates risk issues and ensure zero error in reconciliation & payments.
- Ensure Compliance (Internal, Regulator and Visa/MasterCard) and Audit requirements are met.
- Ensure verification of all the transaction reports, GL accounts, Merchant Payments towards any unauthorized transactions
- 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, Skills & Knowledge

- 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**. Only shortlisted candidates will be contacted. For detailed information on the jobs, visit our website at www.atlasmarazambia.com. Be sure to include the job applied for in the subject field. **Closing date: Tuesday, 16th June, 2020**

Reshaping African Banking