

Internal Advert

Job title: Senior Supervisor, Cards & Visa Operations

Division/Department: Technology & Business Systems Support (E-Banking)

Reports to: Manager, E-Banking

Grade:

Location: Head Office

✓ **Full-time**

Essential Duties and Responsibilities:

Card Operations

- Ensure all cards are produced meets VISA and international standard
- Provide leadership in the operations of the department
- Ensure dual control of all operations.
- Ensure card operations adhered to the sets SLA of the Bank.
- Provide cards related trainings to all branches.

Supervision:

- Supervise all accounts related to the cards production to ensure balanced accounts at all times.
- Supervise to ensure all GH-LINK chargebacks raised, both issuer and acquirer are resolved and customers account credited where applicable.
- Supervise and authorized all cash related entries into T24.
- Ensures that control stationery is managed and stored according to the laid down procedures.
- Manages the stock of all controlled stationery
- Supervises the general operation of card production and dispute units
- Manage all ebanking related accounts with third parties like ADB, ICPS etc

FASTLOAD RECONICILAITON

- Supervise the availability of mobile top up unit on the FastLoad platform
- Supervise the crediting/debiting of customers who purchase mobile top up via Fastxt or FastCash.
- Supervise the available of the Fastext service at all times.

COORDINATOR with GhIPSS

- Be the main coordinator between the Bank and GhIPSS
- Supervise the operations of e-Zwich at all branches.
- Provide e-zwich training for Supervisors, Enrolment officers and tellers at all branches.
- Accurately update the department and the Bank on new products and services from GhIPSS

Customer Service

- Provide e-Banking support to all branches. This includes resolving customer related issues, ensuring their ATM is up always and helping them with their ATM cash reconciliation related issues.

Product Development

- Assist in the introduction of new products and services
- Regularly review the cards operation to ensure the unit is up to date with technology.

Job Requirements:**Formal Education**

- Bachelor's degree
- Understanding of the electronic funds transfer
- 5 years working experience in the electronic funds transfer environment of which 2 years have been in Cards

Preferred Knowledge & Skills

- The Banking Application
- Electronic Funds Transfer Processes
- VISA Products And Services
- Cards Securities And Its Environment
- Analytical Skills
- Ability to stand pressure and make decision in relation to card production and delivery

Closing Date: Friday, June 29, 2018