



## PR/094835 | Card Member Service Lead

### Job Information

**Recruiter**

JAC Recruitment Vietnam Co., Ltd

**Job ID**

1541517

**Industry**

Bank, Trust Bank

**Job Type**

Permanent Full-time

**Location**

Vietnam

**Salary**

Negotiable, based on experience

**Refreshed**

June 3rd, 2025 09:00

### General Requirements

**Minimum Experience Level**

Over 3 years

**Career Level**

Mid Career

**Minimum English Level**

Business Level

**Minimum Japanese Level**

Business Level

**Minimum Education Level**

Associate Degree/Diploma

**Visa Status**

No permission to work in Japan required

### Job Description

**Company and Job Overview**

JAC's client is a leading bank, looking for a Card Member Service Lead position.

Location: Ho Chi Minh City

**Job Responsibilities**

- Manage a team to deliver in-scope services to retail banking customers within the agreed KPIs.
- Take ownership for people management practices to ensure excellent employee experience during the entire employee life cycle (e.g. regular team and individual dialogues, training, coaching, other development opportunities, "Voice of Employee" actions, etc.).
- Monitor efficiency and drive productivity saves and re-engineering within the operations units and track actions through to resolution.
- Undertake ad hoc projects as requested. Manage critical transformational projects.
- Ensure all actions are executed in accordance with bank policies and procedures, comply with statutory regulations and laws and ensure enhancement and maintenance of internal controls to reduce/control risks and to improve operations standards.
- Manage and coordinate activities with stakeholders in all aspects of Consumer Core Operations.

**Job Requirements**

- Bachelor's Degree in Banking & Financial industry.

- 6+ years in the operations industry with a deep understanding of the operations controls, with at least 4 years of manager role.
- Strong communication skills in English and Vietnamese.
- A natural leader: someone who can partner with cross-franchise teams and external partners to lead a high performing team.
- Creativity, initiative, and drive: an advocate for innovative thinking, cultural development, with a results mindset.
- Ability to influence others and obtain buy-in for projects.
- Ability to think independently, analytically, and logically.
- Ability to effectively communicate with own team, internal stakeholders, suppliers, and key stakeholders to deliver high quality business outcomes.
- Ability to adapt to change in a fast-paced environment.
- Passionate about continuous learning and digital innovation.

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## Company Description