



PR/094876 | Card Operations Process Center Manager (MGR)

Job Information

Recruiter

JAC Recruitment Vietnam Co., Ltd

Job ID

1543477

Industry

Bank, Trust Bank

Job Type

Permanent Full-time

Location

Vietnam

Salary

Negotiable, based on experience

Refreshed

June 17th, 2025 12:01

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 in Asia, looking for a Card Operations Process Center Manager position.

Location: Ho Chi Minh City

Job Responsibilities

Account Origination:

- Application verification process (pre-screening, Data entry, Document-Email-Call verification, Income calculation, AML/KYC where applicable...).
- Perso and delivery Card, Pin.
- Monitor Card, Pin, Stationery Inventory stock to order timely and manage related vendor's performances to create, renew contracts including Outsource vendor (Application verification, Application Data Capturing and Imaging)

Payment and Settlement:

- Operate and Reconcile Credit & Debit Card, and Loan payment.
- Investigate and solve payment failure/issue.
- Follow to update related payment regulatory required by SBV, Visa, Mastercard to ensure fulfillment.
- Prepare relevant regulatory reports.
- Timely process payment to related parties including Visa, Mastercard, Napas, ...

Card Support:

- Perform Card account creation and maintenance.
- Maintain Financial and Non-financial data.
- Create Card Account.
- Process Balance transfer, EPP enrollment.
- Process Card redemption request.
- Process Personal Loan Stamp Duty Payment and Stamping.
- Maintain data, create Account, verify Enrollment.

Chargeback management:

- Perform disputed transaction resolution with Merchant Acquirer banks.
- Perform recovery of Fraudulent disputed transactions with Merchant Acquirer banks.
- Provide comprehensive disputed transaction reports for analysis and improvement.
- Proactively update new regular, requirement requested by SVB, Visa, Mastercard to enhance system, process to ensure fulfillment.

Risk and control:

- Manage risk & controls of Processes for the Centre.
- Prepare Risk, Compliance & MIS Reports.
- Control Administration, Authorizations and budget.
- COPC Independent Reviewer on Outsourced Vendor.

Job Requirements

- University degree (BA) required.
- At least having 5-year experiences in Card and Unsecured Lending Operations via Payment/Banking/Fintech organizations (Card/Loan onboarding, maintenance, Visa-Mastercard-Napas card fraud/dispute/chargeback, payment and settlement, regulatory reports preparation, ...).
- Vendor performance management and process new and renewal contract.
- Good at communication, negotiation, problem-solving, project management.
- Visio, Macro skill for SOP and EUC creation are an advance.

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Company Description