



PR/094836 | Fraud Authorization Manager

募集職種

人材紹介会社

JAC Recruitment Vietnam Co., Ltd

求人ID

1541518

業種

銀行・信託銀行・信用金庫

雇用形態

正社員

勤務地

ベトナム

給与

経験考慮の上、応相談

更新日

2025年05月20日 12:58

応募必要条件

職務経験

3年以上

キャリアレベル

中途経験者レベル

英語レベル

ビジネス会話レベル

日本語レベル

ビジネス会話レベル

最終学歴

短大卒：準学士号

現在のビザ

日本での就労許可は必要ありません

募集要項

Company and Job Overview

JAC's client is a leading bank in Asia, looking for a Fraud Authorization Manager position.

Location: Ho Chi Minh City

Job Responsibilities

- Support Line Manager on overseeing and coordinating the daily operations to ensure productivity, quality, and efficiency in alignment with the organization objective.
- Handling Authorization & Fraud Transaction Monitoring tasks & projects.
- Daily reviewing reports i.e. Audit Trail Report.
- Provide feedback & corrective actions on card usage / issue referred by Contact Centre, branches and other teams via email.
- Alert lapses, to ensure all alerts are attended by fraud analysts within SLA.
- To ensure all complaints to analysts are reviewed and signed off promptly.
- Call Performance Review - recording review
- To ensure call review monitoring to be completed within the timeframe.
- New staff training / brainstorming.
- Contribute to developing a competent team to manage the daily operations.
- Ensure that the operations function effectively in compliance with the bank policies and procedures, local regulatory

requirements, Visa and MasterCard operating regulations and guidelines.

- Consistently monitoring and reviewing daily Authorization Alerts checking tasks.
- Identifying any lapses & taking corrective actions.
- Provide support and guidance on Cardlink system issues, card usage solutions, card acceptance processes and hotel pre-auth transactions related issues.
- Attending to customers' complaints raised by Contact Centre and Card Payment Services for Issuing.
- In charge of BCP exercises and BCP & KRCSA reporting, all kinds of r.
- Update duty roster and claims.
- Ad-hoc tasks assigned by Line Manager.

Job Requirements

- Bachelor's Degree in Finance/ Banking or relevant.
- Ability to read, write and speak English fluently is mandatory. Good communication skills.
- Must be open availability as required to adapt 24X7 operation.
- Able to work with minimum supervision. Ability to multi-task and prioritize work.
- Strong analytical and problem-solving skills.
- Strong background in Card Authorization and Fraud Card Transaction Detection, Associations (Visa, Master), card operations, banking operations, etc.

#LI-JACVN

会社説明