



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

### 募集職種

#### 人材紹介会社

JAC Recruitment Vietnam Co., Ltd

#### 求人ID

1543477

#### 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06月03日 11:02

### 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 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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