

VACANCY



Job Title: MANAGER E-BANKING OPERATIONS

Reporting to: HEAD OF OPERATIONS

Job Summary

Responsible for planning, coordination and monitoring E-Banking services and, ensure operational efficiency of the back office business function in accordance with the Bank's operational policy guidelines, strategic and business objectives as well as regulatory guidelines.

Major Duties and Responsibilities	Minimum Education Qualification
<ul style="list-style-type: none">• Lead the analysis of the existing reconciliation processes in order to assess the strength of the controls and identify areas for improvement.• Monitor and report on profitability of individual products under E-banking.• Automate revenue collection and reconciliation processes to minimise errors and costs to drive revenue growth.• Plan and ensure operational efficiency of Off-site and head office ATMs and prepare periodic reports on their performance.• Support card acquiring services by providing support to merchants, settlement of merchants' payments and minimizing losses on operations especially charge backs.• Implement methodologies for enrolling existing bank customers to E- banking products, respond to customer queries and monitor performance of e-banking operations on a weekly basis.• Identify cost effective methods and trends and implement them effectively to reduce cost.• Monitor e-channels for the efficient functioning and root cause analysis for operational inefficiencies.• Ensure the risks associated with new and changed products, services and business strategy are sufficiently assessed and mitigated.• Lead and coordinate efforts to enhance the general risk management and compliance culture within the business/support function.• Implement controls within the business/support function unit to meet regulatory and internal requirements.• Identify opportunities and best practices in market in order to move with the operational trends and avoid frauds using new techniques.	Work Experience
	<ul style="list-style-type: none">• Three years practical (on-the-job) operations experience, preferably within the card and E-Banking business.• Practical knowledge of the card product functionality is essential.• Detailed understanding of the banking sector.• Strong stakeholder management abilities.
	Key Required Skills
	<ul style="list-style-type: none">• Excellent knowledge and understanding of banking operations (domestic and international)• In-depth understanding of clearing and local transfers• Versatile with current local regulations on International Operations.• Good knowledge of local payment systems• Excellent customer services capabilities.• Good negotiation and conflict resolution skills.• Good Oral and written communication skills.• Good documentation and process management skills.• MS Excel/MS Word/good accounting knowledge & analytical skills.• Strong problem solving skills• Demonstrated ability to take initiative and critically analyse processes and procedures

All interested candidates who meet the criteria indicated above are requested to send their applications, and updated Curriculum Vitae to the following email: recruit@orient-bank.com

Deadline is Wednesday 24th March, 2021 at 5:00pm

Note: Only shortlisted candidates will be contacted