

EXTERNAL JOB BROADCAST
(Job Ref No. HR/44/2017)

Position Title: Manager Card Operations

Available Positions: One (1)

Unit: Operations Division

Reporting to: Head of Credit Operations

Position Scope:

The successful candidate will be responsible for managing the Card Operations Unit by providing leadership, administration, governance, performance & productivity management. The role holder will manage the daily activities and any assigned projects related to the unit as well as implement card operations policies and procedures while recommending changes to increase efficiency.

Key Responsibilities:

- Leadership and team management to ensure accurate and timely execution of all transactions including management of the card production process, card transactions clearing, Inter affiliate settlement such as VISA, Pesa Point, Post Bank and others that may be assigned, Dispute management and resolution to meet the unit's objectives.
- Provide Leadership in Risk control for the unit by implementing and ensuring there is adequate controls framework e.g. maker, checker, Financial, process and access controls, compliance to various standards e.g. CBK Prudential guidelines.
- Ensure Tranzware card system Trial balance is duly reconciled and Reported in General ledger in the BFUB system
- Manage the end to end card production process which involves the delivery of the card to the customer within existing SLA
- Manage all disputed cases to ensure that they are investigated, tracked and resolved within acceptable time frame
- Manage communications related to the unit between internal, third party and external parties on issues raised within SLA to ensure seamless operation.
- Leads in the implementation of system changes to support new products, ensures system integrity and recommends changes to more efficiently and effectively support services offered. This is to be executed within the Project plan and budget for resource not limited to time and staffing.
- Daily submission of unit dashboards, books of accounts and reconciliation reports.
- Monthly submission of statutory reports to CBK, Finance Department, Quarterly reporting to VISA and Human resource on staff performance among others

- Provide support to stakeholders in regards to Assurance reports or submissions from the department e.g. Audit and Risk Units
- Ensure an up to date alignment with the regulations that may be affecting the unit from stakeholders such as Visa among others and communication of the same with the relevant internal stakeholders.
- Management of operating and capital expenses within the budget and preparation of reports for management review.
- Build constructive and effective relationships within the team to support a collaborative working environment.
- Training and coaching the team on various key task relating to the duties assigned

Skills & Experience:

- A minimum of a Bachelor's degree in Business or Information Technology related field
- Any Banking qualification / Business related professional qualification
- Professional Accounting qualification- ACCA or CPA
- At least five (5) years experience in Banking, two (2) of which should be in a supervisory role
- Two (2) years' experience in card business or any other relevant experience
- Risk assessment and management
- Presentation, influencing and negotiating Communication
- Knowledge in six sigma or other processing leaning methodologies
- Visa Related Training and certifications
- Knowledge in Card Operations activities and related risk
- A good Knowledge of Banking laws and regulations
- Ability to drive change
- Analytical - highly analytical and ability to challenge status quo based on quantitative facts and impacts.
- Report writing - ability to develop reports & cost benefit analysis know how
- Managing relationships , Meeting customer needs and Stakeholder Management
- Personal organization , Decisiveness, Entrepreneurial mindset

Applications:

- Send your CV and application letter clearly **indicating the position title on the subject line** to: Recruitment@nationalbank.co.ke by **30th August 2017**
- Please note that applications received after the deadline will not be considered
- Only shortlisted candidates will be contacted