

<u>Job Description – Digital Banking</u> <u>Debit Card Issuance</u>	
Position	Digital Banking – Debit Card Issuance - Manager
Position Purpose	<ul style="list-style-type: none"> ▪ Perform complete and in-depth review of debit card issuance, vendor management, inventory control , complain resolution and billing
Role & Responsibilities	<ul style="list-style-type: none"> ▪ Management day to day issuance of debit cards and other deliverables. ▪ Should be able to manage and control the Personalisation vendor and get the same processed within agreed TAT ▪ Knowledge of the Debit card issuance process and other deliverables and also process of network of Visa, Mastercard and Rupay for debit card. ▪ Handling Card Management and Issuing Systems for approval process. ▪ Managing the card stock ▪ Technical knowledge of Debit card Management system, Switch and other relevant system used for Debit card issuance. ▪ Knowledge of Pin printing process. ▪ Vendor management skills. ▪ Should be able to resolve customer complaint with agreed TAT. ▪ Should be able to handle billing and making payment as per agreed and also ensuring that penalty is recovered as per agreement. ▪ Performing testing the card issuance and card management systems by coordinating with external vendors and internal stakeholders if require ▪ Defining the branch and customer requirements, issues and identify the problem to solve out
Job Specific skills	<p><u>Applicants should possess the following attributes:</u></p> <ul style="list-style-type: none"> ▪ Strong analytic, interpersonal, and verbal and written communication skills. ▪ Detail-oriented with strong ability to manage process and time. ▪ Ability to work in a flexible and production-oriented environment. ▪ Must be able to work in a high stress environment while delivering a high-level of customer service. ▪ Have experience to manage card stock, card issuing, embossing and operation procedure (prefer in service of handling both debit card and credit card issuing operation) ▪ Have understanding of card personalization’s and Card management system ▪ A great attitude, an open mind, an eagerness to learn and a willingness to take initiative, no matter the task, is the top requirement. ▪ Advanced proficiency in Excel, Word, PowerPoint, and Outlook
Educational Qualification	Graduation mandatory with minimum 50%+
Minimum Experience	<ul style="list-style-type: none"> ▪ Minimum 5 years’ experience in payment industry
CTC offered	Compensation will not be a limiting factor for the right candidate and will be discussed on case to case basis
Location of posting	Mumbai The candidate may be deputed to work with team(s) with the organization / any subsidiary of the parent organization if and as deemed necessary.