

Pan Asia Bank, The Truly Sri Lankan bank, with over twenty-seven years of presence in the Banking Industry is on an ambitious growth trajectory.

The Truly Sri Lankan Bank, recognized at the National Business Excellence Awards organized by the National Chamber of Commerce of Sri Lanka with two prestigious awards, Runner-up Award for the Banking sector and the Merit Award for Corporate Governance categories. These awards are a testament to strong financial/business fundamentals and how well the bank has laid a framework to mitigate any risks. In addition, Pan Asia Bank was also selected by LMD as one of the top 15 'Most Awarded Entities' in Sri Lanka.

We are looking to handpick a dynamic, results-oriented and highly motivated individual to join us on this exciting journey and to make a positive contribution as a valued member of our growing organization.

Senior Manager - Card Centre

Job Profile:

- Formulate plans and strategies to drive Card operation
- Maintain good relationships with Card schemes (Visa, MasterCard, Union Pay)
- Lead Card related system development and maintain initiatives
- Manage Credit Card reconciliation, Dispute Resolution and Vendor Management
- Assist sales teams to achieve sales volume & product mix by keeping in line with changing trends, economic indicators, competitors and overall bank direction
- Establish personal network with organizations, societies, high net – worth individuals and maintain databases of potential customer bases
- Handle all customer inquiries, complains and service related matters relating to bank's Card business
- Lead Fraudulent Management framework
- Working closely with Card centre related recovery teams to manage NPL
- Facilitate cross sell/up sell campaigns to enhance the customer book
- Assisting/ Initiating marketing and business development drives
- Arrange attractive Card discounts for customers

Candidate Prerequisites:

- Above 8 years managerial experience into card operations and systems
- Bachelor's Degree in Business Administration/ MBA and Certification into Systems will be an added advantage
- Preferably age below 45yrs
- Exercise innovative leadership within a performance-driven culture and possesses a "customer-centric/service-oriented mindset"
- Ability to manage a large team and building a performance-driven culture
- Project management skills with exposure to new technologies
- Strong Business sense and organizational/planning skills
- Ability to perform in a competitive environment
- Sound communication skills and a flair for public relations with strong analytical skills

Remuneration:

The successful candidates will be provided with an attractive remuneration package including fringe benefits, commensurate with industry standard and will be **placed in an appropriate grade based on the level of competencies and experience.**

Please forward your resume within 07 days of this advertisement, stating contact details of two non-related referees, to careers@pabcbank.com indicating the position applied for in the "Subject" line. Information forwarded by you shall be treated strictly confidential and referees shall be contacted with your consent.

**Head of Human Resources,
Pan Asia Banking Corporation PLC
No 450, Galle Road,
Colombo 03**