

BUILD YOUR CAREER WITH CARGILLS BANK

Card Dispute Resolution Officer

KEY RESPONSIBILITIES

- ✓ Analyse disputed debit/ credit card transactions according to standard guidelines
- ✓ Respond to retrieval requests/ chargebacks within the given time frames by card schemes
- ✓ Identify technical aspects of card transactions and educate customers / merchants when required
- ✓ Liaise with Merchants and customers for necessary documentation
- ✓ Identify dispute trends and inform relevant departments in order to reduce the chargeback risk

EXPERIENCE & QUALIFICATIONS

- ✓ Minimum 3 years of experience in a reputed commercial bank, preferably with exposure in dispute resolution
- ✓ Sound knowledge in Visa / MasterCard dispute resolution guidelines
- ✓ Knowledge in dispute reason codes and technical aspects of card transactions
- ✓ Hands on experience in working with “Visa Resolve Online/ Mastercom Claims Manager Systems”
- ✓ Strong negotiation, analytical, decision making and customer service skills

Interested candidates are invited to forward their CVs to career@cargillsbank.com mentioning the post applied for, in the subject line of the email on or before **20th November 2023**.

Head of Human Resources
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Log in to: www.cargillsbank.com

