

BUILD YOUR CAREER WITH CARGILLS BANK



Banking Assistant – Card Operations (Chargeback)

KEY RESPONSIBILITIES

- Handle customer disputes, initiate retrieval requests, processes temporary credits and submit to the system for Master cards
- Investigate disputed issues, initiate chargebacks, process and submit all documentation online within stipulated time
- Coordinate with Master online and other banks
- Daily reconciliation of chargeback account for Master cards and preparation of accounting entries for Master card final adjustments
- Assist to plan, implement and review the dispute resolution policy

EXPERIENCE & QUALIFICATIONS

- Possess minimum of 2 years' experience attached to Card Centre, preferably in the Banking industry
- Ability to work on Visa, Master, Lankapay & Unionpay operators will be a definite advantage
- Good communication and negotiation skills
- Excellent interpersonal skills with flair for numbers
- Must be a team player with a performance driven and process-oriented mind-set
- High level of computer literacy (MS Office)

Interested candidates are invited to send their CVs to career@cargillsbank.com mentioning the post applied for, in the subject line of the email on or before **16th September 2020**

Head of Human Resources

Cargills Bank Limited

No. 696, Galle Road, Colombo 03.

Email: career@cargillsbank.com

Log in to: www.cargillsbank.com

 **CargillsBank**
BANKING ON THE HUMAN SPIRIT