

Banking Associate / Senior Banking Associate

Cards Issuance

THE JOB

- Assist to achieve Cards Business volumes
- Prioritize and support the team to resolve all the relevant customer queries
- Complete and assist the entire Card Issuance process, where the card applications to be distributed to the team and complete the application capturing and authorizing done on agreed SLA's to avoid backlogs being created
- Maintain healthy relationship with the team to achieve the agreed SLAs
- Prioritize and support the team to resolve all the relevant customer queries related to card issuance
- Maintain minimal error rates, within the agreed turnaround times to avoid operation and reputation loss to the bank
- Manage the plastic card stock issuance and re-ordering process
- Preparation of credit card incentive reports
- Active and effective participation in work related projects and special assignments
- Provide the requested information to the supervisors for MIS and Reporting purposes
- Maintain Zero - tolerance with respect to adherence to all internal audit, external audit and regulatory compliance
- Improve skills & knowledge on the job by participating on training & e-learning
- Sharing job knowledge and experience with the team members to improve their skills

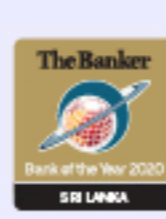
THE PERSON

- Be fully / part qualified in Banking and / or Finance
- Possess minimum 2 - 4 years of banking experience
- Possess excellent customer relationship skills
- Possess excellent communication skills

Please login to <https://www.ndbbank.com/careers> to apply on or before **29th August 2023**

We will correspond only with the shortlisted applicants

"We are an equal opportunity Employer"



The future is banking on us

Vice President Human Resources