

Product Manager-Transactions & Payments (Deputy Manager)

The Product Manager for Payments and transactions will play a pivotal role in the strategic management of the NEOS Retail mobile app, online banking, and ATM/Cash Recycling ATM (CRM). Reporting to the Head of Product Management & Innovations, the role involves evaluating new ATM/CRM locations, securing approvals, and ensuring the timely deployment of assets. Collaboration with various teams, such as Compliance and regulatory, Retail Banking, Business Banking, and Corporate Banking, is essential for developing yearly ATM rationalization plans, setting targets, and driving growth in transactions and value on the NEOS platform and self-service banking services

THE JOB

- Working closely with the relevant stakeholders to identify potential locations for ATM/CRM/CDM deployment
- Assess potential locations for ATM/CRM installations in alignment with the bank-wide CASA strategy.
- Work closely with retail, business banking, and corporate banking teams to develop yearly ATM rationalization plans.
- Conduct location visits for proposed ATMs, evaluating productivity and profitability against the bank-wide CASA strategy
- Collaborate with the internal legal and compliance teams to finalize agreements and obtain necessary approvals from CBSL.
- Work closely with both internal and external stakeholders to finalize agreements pertaining to ATM/CRM/CDM locations.
- Responsible for ensuring the most cost-effective product propositions are presented to the business lines for approval.
- Understand customer requirements and create innovative user journey on the banks NEOS mobile app and online banking platforms to maximize the usability and engagement.
- Work closely with the branch promotions to increase customer penetration on the NEOS platform.
- Tracking and analyzing NEOS penetration and adoption across all business verticals on the bank.
- Design appropriate campaigns to boost the transactions and value on ATM, CRM, and NEOS platforms.

THE PERSON

- Possess a Bachelor's degree in Business, Finance or any other related field or relevant certifications in product management or Financial Services. MBA Preferred
- Proven subject matter expertise Digital products related operations such as ATM/CRM/CDM in a reputed bank or financial institution
- Possess 8 years of experience in product/operations management in the banking sector
- Experience in managing payments and transactions is an added advantage
- Strong analytical and strategic thinking skills
- Excellent communication and collaboration skills

This position is at Deputy Manager Level

Please login to <https://www.ndbbank.com/careers> to apply on or before 22nd January 2024.

We will correspond only with the shortlisted applicants

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Vice President Human Resources