



## Senior Banking Assistant: Merchant Acquiring Operations Card Centre

DO YOU EMBRACE  
PERSEVERANCE, DISPLAY  
RESILIENCE, AND BELIEVE THAT  
COLLECTIVELY

*we can foster growth and progress together?*



You should ideally,

- possess minimum 4 years of merchant acquiring experience in a bank/financial institution
- have strong skills in data analytics, computing, and attention to detail
- have the ability to excel in managing processes, planning, developing standards, emphasizing excellence, and multitasking
- have the ability to build and sustain relationships, ability to deal with stress, customer service and communication.

You will be mainly responsible for;

- creating merchant accurately and managing the related documentation efficiently
- managing merchant relationships within SLAs and set standards
- managing special projects and customer/merchant centric initiatives of the bank and process optimizations
- ensuring the timely preparation and review of merchant acquiring operational documents
- handling LankaPay, VISA and Master card transaction disputes properly
- managing audit, compliance, and operational risk to ensure smooth and compliant operations

Candidates should preferably have exposure in all above mentioned areas, however exposure in any one of the mentioned areas will also be considered for selection

*A competitive remuneration package and other fringe benefits as well as structured career advancement opportunities and extensive training are on offer for the chosen candidate.*

*We are an equal opportunity employer, committed to promoting an inclusive and diverse environment. Recruitment to the Bank is based solely on merit and competency. Any form of canvassing is discouraged.*

*Correspondence will only be with the short-listed candidates.*

*Please apply via e-mail by sending an updated CV or a DFCC Bank application form which could be downloaded from our website to [recruit@dfccbank.com](mailto:recruit@dfccbank.com) with the post applied for in the subject By April 30th, 2025.*

**Chief Human Resource Officer DFCC Bank PLC,  
73/5, Galle Road, Colombo 03**