



ÆON CREDIT SERVICE

Assistant Manager – Payment Processing

Job description:

- To lead and monitoring Self Service Terminal(SST) machine uptime, fund planning, replenishment, reconciliation and handling dispute to ensure operation flow is compliance with the procedure.
- As a relief to Department Head to run the operation by monitoring and implementing according to department operation.
- To assist Department Head to manage, review and take corrective action as per PDCA (Plan, Do, Check, Action) cycle with respect to the performance and operation of the Section.
- Ensure timely auto debit enrolment & billing processing according to schedule.
- Ensure all the payment is input, adjusted or reversed by staff within predetermined SLA.
- To lead payment section by ensuring the operation running smoothly.
- Ensure accuracy in payment processing and timely updated to customer's account.
- Ensure all the payment adjustment request received from frontline is proper justified and comply with company guidelines.
- Effective manpower planning and ensure staffing organising meets daily capacity demands.
- Constantly evaluate, review and recommend operation KRA (Key Result Area) & KPI (Key Performance Indicator) and ensure team members achieve the target.
- Train, supervise and develop Team Leaders, including coaching, counselling, motivating and discipline.
- Ensure high levels of customer satisfaction in resolving escalated issue and taking appropriate corrective action.
- To ensure team member practice timely communication and response to customer enquiries as well as branches, inter-department and merchant within limited time frame.
- To ensure all information is disseminated to team members is up-to-date.
- Close monitoring on daily payment processes to ensure processes and turnaround time comply to regulatory and guidelines

Requirements:

- Bachelor Degree in any discipline.
- Relevant Payment Processing working experience, preferably in banking or financial institution industry.
- At least 5 years in Management Level exposure.
- Excellent communication skill in written and spoken in English & Bahasa Malaysia.
- Leadership characteristic and excellent interpersonal skills.
- Strong analytical skill and able to work under pressure.
- Computer Literate and proficiency in Ms Office.