



# AEON CREDIT SERVICE

## **Assistant Manager/ Manager – Card & Data Management**

### ***Job description:***

- 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.
- To manage and responsible for Documents, Card and Data Management Sections performance and efficiency.
- Ensure handling process of Agreement and Registration card in accordance to procedures.
- Ensure card related process complies with BNM guidelines.
- Ensure customer information maintenance and requisition within KRA.
- Card Logistic are handles in accordance to the procedures.
- 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, counseling, 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.
- Ensure department complies with the QMS & ISMS requirements. Leading with strong team spirit and clear direction with targets is achievable.

### ***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.
- Good command in local dialects or Japanese language will be an additional advantage.
- Leadership characteristic and excellent interpersonal skills.
- Strong analytical skill and able to work under pressure.
- Computer Literate and proficiency in Ms Office.
- Strong understanding on overall company flow for inter-department communication.
- Well executed operation strategies according to company target.
- Positive change in employee's skill levels
- Well planned and keep projects on schedule.