

# Assistant Manager Merchant Services

Job holder is responsible in managing the Merchant Services Unit of the card center, which includes managing the merchant operations , merchant onboarding processing, merchant settlement and management of third party vendors related to merchant services.

## THE JOB

- Manage the merchant onboarding processing
- Handling merchant acquiring projects, UAT testing & certifications
- Managing POS terminal insurances ,rental programs and vendor relationship management.
- Monitor and Initiate plans to mitigate operational losses.
- Ensure to build up a cordial relationship with merchants and partners.
- Collaboration with branches, other department suppliers, and other stakeholders
- Providing prompt and efficient service to both internal and external customers

## THE PERSON

- Possess Full/Partly Qualified in banking or equivalent
- Possess around 5-7 years of banking or financial services experience with around 4-5 years in payment cards with a background to merchant acquiring operations
- Attentive to detail and ability to deliver operational excellence Communication and presentation skills
- Leadership / People Management Skills
- Interpersonal / Customer service skills
- Time Management and Decision Making Skills

Please login to <https://www.ndbbank.com/careers> to apply on or before **19<sup>th</sup> October 2023**

We will correspond only with the shortlisted applicants  
"We are an equal opportunity Employer"



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Vice President Human Resources