

DEPUTY MANAGER – CARD ISSUANCE & CUSTOMER EXPERIENCE

Are you passionate about delivering exceptional customer experiences and managing card issuance processes? Are you looking for an exciting opportunity to contribute your skills and expertise in a fast-paced banking environment? If so, we have the perfect position for you!

THE JOB

- Oversee the end-to-end card issuance process, including application processing, card production, personalization, and mailing
- Collaborate with cross-functional teams to drive process improvements, enhance operational efficiency, and ensure compliance with internal policies and regulatory requirements.
- Monitor key performance indicators (KPIs) related to card issuance and customer experience, analyze data, and implement strategies to enhance productivity and customer satisfaction.
- Provide guidance and support to the customer service team, ensuring they possess the necessary knowledge and tools to address customer inquiries and resolve issues related to card issuance.
- Develop and implement training programs for the customer service team to enhance their understanding of card products, services, and processes.
- Collaborate with marketing teams to develop and execute customer communication strategies related to card issuance and customer experience.
- Stay updated on industry trends, emerging technologies, and regulatory changes to drive innovation and ensure compliance in card issuance processes.

THE PERSON

- Bachelor's degree in Business Administration, Finance, or a related field
- Around 7 years' experience in banking
- Proven experience in card issuance, customer service, or a similar field within the banking or financial services industry.
- Excellent interpersonal and communication skills, with the ability to engage with customers and internal stakeholders at all levels.
- Knowledge of regulatory requirements, such as KYC (Know Your Customer) and AML (Anti-Money Laundering), related to card issuance.
- Proficiency in using card management systems and customer relationship management (CRM) tools.

Please login to <https://www.ndbbank.com/careers> to apply on or before **22nd November 2023**

We will correspond only with the shortlisted applicants

"We are an equal opportunity Employer"



The future is banking on us

Vice President Human Resources