

*Pan Asia Bank, The Truly Sri Lankan Bank, with over twenty-seven years of experience in the Banking Industry, is on an ambitious growth trajectory. The Truly Sri Lankan Bank was recognized at the National Business Excellence Awards organized by the National Chamber of Commerce of Sri Lanka with two prestigious awards: the Runner-up Award for the Banking Sector and the Merit Award for Corporate Governance. These awards are a testament to strong financial/business fundamentals and how well the bank has laid a framework to mitigate any risks. In addition, Pan Asia Bank was also awarded 'Best Employee ESG Program of the Year 2022' by Global Banking & Finance Awards UK. It was also honored by LMD as one of the top 15 'Most Awarded Entities' in Sri Lanka, while being among LMD's 'Most Respected Entities' and Business Today magazine's Top 40 Business Entities in Sri Lanka.*

*We are looking to handpick a dynamic, results-oriented and highly motivated individual to join us on this exciting journey and to make a positive contribution as a valued member of our growing organization*

## SENIOR MANAGER - CARD CENTRE

### Job Profile:

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- Formulate plans and strategies to drive Card Operation
- Maintain good relationships with Card schemes (Visa, MasterCard, Union Pay)
- Lead Card related system development and maintain initiatives
- Manage Credit Card Reconciliation, Dispute Resolution and Vendor Management
- Assist sales teams to achieve sales volume & product mix by keeping in line with changing trends, economic indicators, competitors and overall bank direction
- Establish personal networks with organizations, societies, high net-worth individuals and maintain databases of potential customer bases
- Handle all customer inquiries, complaints and service-related matters relating to the bank's Card business
- Lead Fraudulent Management framework
- Work closely with Card Centre related recovery teams to manage NPL
- Facilitate cross-sell/up-sell campaigns to enhance the customer book
- Assisting/ Initiating marketing and business development drives
- Arrange attractive Card discounts for customers

### Candidate Prerequisites:

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- Above 08 years of managerial experience in Card Operations and Systems
- Bachelor's degree in Business Administration or an MBA. A Certification in Systems will be an added advantage
- Age below 45 years is preferable
- Exercise innovative leadership within a performance-driven culture and possesses a "customer-centric/service-oriented mindset"
- Ability to manage a large team and build a performance-driven culture
- Project management skills with exposure to new technologies
- Strong Business sense and organizational/planning skills
- Ability to perform in a competitive environment
- Sound communication skills and a flair for public relations with strong analytical skills

### Remuneration:

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The successful candidates will be provided with an attractive remuneration package including fringe benefits, commensurate with industry standard and will be **placed in an appropriate grade based on the level of competencies and experience.**

Please forward your resume within 07 days of this advertisement, stating contact details of two non-related referees, to [careers@pabcbank.com](mailto:careers@pabcbank.com) indicating the position applied for in the "Subject" line. Information forwarded by you shall be treated strictly confidential and referees shall be contacted with your consent.

**Head of Human Resources,  
Pan Asia Banking Corporation PLC  
No 450, Galle Road, Colombo 03**