

Company Background:

DGB Bank is a licensed commercial bank in Cambodia and a member of DGB Financial Group in Korea listed on Korea Stock Exchange. Candidates who meet the requirement are kindly invited for interview.

Job Location: Phnom Penh

Job Title: Senior Card Operation Officer – Dispute and Chargeback

Responsibilities:

- Initiation of Chargeback, Re-presentment and report to line manager for any discrepancies.
- Perform the chargeback from all Issuing and Acquiring networks on daily basis to avoid any timeframe delays.
- Work with Card Schemes related to Dispute, Chargeback, Re-presentment, Arbitration, Pre-arbitration, Compliances to deliver based on the Payment network's transaction life cycle.
- Solving all level escalated by the call center for all disputes transaction related to all Card Schemes.
- Perform day to day work related to customer dispute incoming and outgoing chargebacks related to all Card Schemes.
- Ensure all errors in the handling all the dispute and chargeback transactions.
- Ensure to control and analysis the loss of the bank and customer from chargeback/disputes.
- Track and ensure timely processing of all the chargebacks life cycle.
- Prepare and submission of all the exhibits, reports and ensure compliance with bank policy for all transaction processing.
- Report immediately on any urgent cases which needs to be fixed to comply with bank operation or fulfill customer needs.
- Learn and Adapt to Operating Regulations set by each International Card Scheme.
- Other Tasks are assigned by Manager.

Requirements:

- Bachelor degree in Finance and Banking or equivalent.
- 3 to 5 years experiences with commercial banks.
- Good understanding about dispute, fraud transaction and chargeback process for CSS and International Card Scheme such as Visa, Master, UPI...
- Have knowledge and experience in VROL (Visa Resolve Online) process and other Card Schemes to raise or response to dispute transactions
- Good understanding of operational risk and regulation in banking sector, CSS and International Card scheme such as Visa, Master, UPI...etc.
- Knowledge and experience with reconciliation and dispute resolution with Card Schemes.
- Good at English and computer literation.
- High degree of self-motivation, high responsibility, hard-working and integrity.
- Flexible, willing to learn, able to work under pressure, good team work and interpersonal skill.

Remunerations:

Competitive salary with benefit packages, including two months bonus of basic salary, lunch allowance, insurance, uniform, etc.

How to apply:

CV with Cover letter to the following address: N° 689B, Kampuchekrom Blvd., Sangkat Teuk Laak I, Khan Toul Kork, Phnom Penh, Cambodia.

Tel : 023 999 990, Email : hr@dgbcbank.com

Only short-listed candidates will be invited for interview.

