

Job Description	
Position	Head (Senior Manager) – SST Operations
Department	Shared ATM Network & Self-Service Terminals (SAN & SST)
Division	Card Services

SUMMARY OF RESPONSIBILITIES

The Senior Manager supports the Head of Department (HOD) to:

- Manage and support the delivery of products and services from an operational perspective;
- Establish strong operational and innovative culture to ensure high ATM and system availability;
- Manage timely dispute resolution and cash movement reporting including reconciliation, settlement, general ledger (GL) postings, SSTM monitoring and Fraud Management;
- Manage existing vendor deliverables and source for new vendors that increases bargaining power in accordance to established purchasing policies and standards; and
- Research, develop and implement strategic long-term plans for SST Operations by examining relevant technology trends, establishing strategic alliances, and planning resources, including leading the engagement with Stakeholders such as Banks, Non-Banks, Cash-In-Transit (CIT) Partners and ATM/CRM Vendors

KEY AREAS OF RESPONSIBILITIES

General

- Oversees, efficient ATM operations such as Dispute, Reconciliation, Cash Management, Cash Forecasting & Ordering and Fraud Management;
- Lead and formulate the initiatives implementation to increase productivity and reduce operational costs;
- Research, develop and implement strategic long-term plans for SST Operations by engaging and collaborating with Stakeholders such as Banks, Non-Banks, Cash-In-Transit (CIT) Partners and ATM/CRM Vendors;
- Ensure Network uptime is maintained above the agreed standard, measured by % downtime generated by controllable performance factors. e.g. Cash outs, Cash jams, Dispenser faults, etc.
- Explore and identify ATM operations best practices and market trends;
- Drive continuous improvement by formulating, and implement process improvements initiatives that will support business growth and enhance customer satisfaction;
- Monitoring and track issues with root cause analysis and consequent process improvement initiatives;
- Maintain an effective Standard Operating Procedures (SOPs) for SST Operations to deliver performance compliance with internal and external regulations and policies;
- Ensure surprise checks on cash centre's controls and cash counts are performed on a timely basis;
- Ensure safety drills and physical checks on ATMs for emergency response is carried out;
- Gain internal and external teams' commitment to resolve the issues and tackle root cause;
- Manage Business Continuity Plan (BCP) for the department and third-party service providers are implemented effectively and efficiently;
- Drive professional conduct, high-performance and collaborative culture throughout the team;
- Identify additional areas of improvement and synergy to increase transaction volumes for business sustainability;
- Creates mechanisms (e.g. designated personnel and processes to prevent fraud) to ensure effective cooperation between PayNet and the relevant enforcement agencies; and

- Other ad-hoc projects as assigned

People Management

- Provide leadership, direction or support for subordinates both direct and indirect based on their commitment and competency
- Fair and equitable treatment to all subordinates
- Practice open communication with team members and encourage collaboration
- Provide time to coach subordinates to ensure establishment and attainment of their development goals
- Creates mechanisms (e.g. culture, environment, processes) for the team to constantly review processes to improve operational efficiency
- Effectively motivate, lead and support direct reports, inclusive of developing the team's knowledge and skills through coaching and providing them with the information and tools

Stakeholder Management

- Engage effectively with Participants and Stakeholders to encourage take-up of services
- Provide support to Participants and Stakeholders to resolve issues or concerns in a timely manner
- Direct or manage change requests and projects (any sizes) related to the business through strategic formulation and execution
- Communicate to Participants and Stakeholders on the latest development, business trends, transaction statistics and future expansion
- Manage and negotiate with vendors to increase PayNet's bargaining power and lower cost
- Effectively communicate to Participants and Stakeholders on the latest development, business trends, transaction statistics and future expansion

Identifying Market Trends

- Initiate or conduct research/market survey for opportunities, challenges, risks and treats
- Identify product trends, future product possibilities and new market opportunities

Building Relationships

- Establish new and maintain existing business/institutional/alliance relationships; which would include BNM, Financial Institutions, Government Agencies, merchants and other related parties
- Facilitate open discussions and reach a resolution on complex and ethical issues in a fair and timely manner

Administration / Functional Controls

- Review Unit's communications e.g. emails, memos, and project documentations e.g. user requirement specifications, technical baseline documents for external or senior management's consumption
- Monitor and execute strategic plans to attain team goals, e.g. KPIs, development and learning
- Ensure team adheres to and complies with PayNet's policies and standards
- Develop, amend and innovate on procedures and manuals for effective and efficient business processes
- Support Business Continuity activities to ensure system resiliency and robustness
- Study proposals and participate in technology and solution presentations from vendors for knowledge and application into business
- Responsible for the achievement of the Unit's KPIs or goals
- Develop Unit's annual plans and budget, monitor progress, assure adherence and evaluate performance
- Develop, implement and monitor procedures to ensure compliance to regulations and established service standards
- Review of Unit's correspondence and documents prior to approval by the Management
- Uphold security responsibilities as stated in the company's Information Security Policy

- Ensure the physical and logical security standards of the machine are maintained & reviewed periodically with support from Information Technology Security and physical ATM check teams
- Ensure all the information asset processing and day-to-day activities are based on the company's Guidelines on Information Handling and Security Classification

Enterprise Risk Management

General

- Understands and applies controls effectively to manage key risks and provides suggestions to improve the controls, wherever possible in ensuring the Confidentiality, Integrity and Availability of the Information.
- Promptly escalates risks and incidents to senior management in accordance to existing procedures.
- Comply to relevant regulations, guidelines and procedures.

On appointment as Primary/Alternate RCO

- Proactively support the development, management and prompt risk reporting of the Enterprise Risk Management and Business Continuity Management (BCM) Framework/Policy/Procedures for the department/function and sign-off on all risk related documentations.
- Proactively support the identification, monitoring, reporting and implementation for the compliance of relevant regulations and guidelines applicable to the department/function.

On appointment as Coordinator for SST Risk & Compliance Officers

- Coordinate and liaise with the appointed SST Primary and Alternate RCOs for all updates, consolidation and reporting of risk management, business continuity management and compliance related activities.
- Sign off to signify completeness of the submission to the risk team.

On appointment as Project Manager

- Responsible for project management related tasks i.e. planning, implementation, monitoring and reporting of progress, risks and issues.
- Engage with stakeholders such as Board/EXCO/Committees/Financial Institutions/Vendors/relevant authorities
- Develop Request for Proposal, Request for Quotation, evaluate and obtain necessary approval for the award of tender, where applicable.

On appointment as Division/Department Head

- Responsible as the primary owner to lead the management, monitoring and reporting of risks, compliance and business continuity management within the division/department.
- Proactively and visibly sponsors efforts to inculcate risk and compliance culture within the team.
- Sign off on the final risk related documentations for the division/department.
- Reviews and approves all requests for access to systems or data by internal or external parties.
- Ensures that all data under the management purview or custodianship is handled in a manner consistent with the data handling procedures.
- Conduct formal reviews to appraise performance, plan career and professional development, and discuss compensation as per the guidelines and practices.

QUALIFICATIONS**Minimum Qualifications**

- Minimum Degree in Business , Computer Science or in a related field. Having a Master Degree is an advantage
- Minimum 5 years of experience in a managerial position within the financial industry
- Strong understanding and ability to drive change, think strategically and exercise good judgement
- Strong communication, presentation and negotiation skills
- Strong trouble-shooting and problem-solving skills
- Strong understanding of self-service banking systems and technology
- Proficiency with ATM operations and switch network operations
- Strong ability to establish, develop, maintain good operational relationship and vendor management skills with existing service vendors.
- Experience in project management

Technical Qualifications

- Strong computer literacy skills – Microsoft Word, Excel, PowerPoint
- **Project Management**
Possesses comprehensive understanding of project management tools and resources (e.g. dashboards) used in complex project planning; guides others in using the relevant tools best suited for the different projects
- **Product and Industry Knowledge**
Possesses comprehensive understanding of industry trends and relevant guidelines based on extensive interactions with different industry stakeholders; articulates broader economic industry landscape (e.g. financial) and shares relevant information with team
- **Business Development**
Utilizes past working relationships and networks to obtain credible leads (e.g. market intelligence) within the market for business development purposes

Additional requirements

- Experience in areas relating to IT, Electronic Banking and Card Services
- PC literate, well organized and have the drive to excel
- Strong leadership qualities and result-oriented

REVIEWED BY:
(HODEPT'S NAME &
SIGNATURE)

DATE

APPROVED BY:
(HODIV'S NAME & SIGNATURE)

DATE

READ & CONFIRMED BY:
(STAFF NAME & SIGNATURE)

DATE

RECEIVED BY HR:

DATE



Payments Network Malaysia Sdn Bhd (836743-D)