

<b>Job Description</b>	
<b>Position</b>	Assistant Manager – Operations & Support
<b>Department</b>	Retail Payments Platform (RPP)
<b>Division</b>	Retail Payment Services (RPS)

### **SUMMARY OF RESPONSIBILITIES**

Manage and execute business initiatives/plans and projects, in order to deliver the overall business objectives/targets.

### **KEY AREAS OF RESPONSIBILITIES**

#### **1. Operations and Support**

- Prioritise, Delegate & Supervise daily operational matters and ensure fair distribution of workload
- Mentor and Motivate team members on daily operational matters
- Understand the product models/business processes and able to manage operational matters
- Ensure business processes and systems are defined in line with PayNet/Bank Negara Malaysia's policies, standards, regulations and requirements
- Ensure all legal and regulatory documents are filed and monitor compliance with relevant laws and regulations
- Perform all operational responsibilities with excellence in execution, accuracy, and timeliness
- Resolve day to day operational matters with stakeholders, being internal and external
- Continuous evaluation against current operational processes and recommend process improvements to improve operational efficiency and cost-effectiveness
- Ensure Standard Operating Procedures is regularly reviewed and updated if required
- Extract and analyse large and complex data sets to identify patterns through data mining
- Ensure provision of periodic & ad-hoc reports in accurate and timely manner
- Ensure that all data under purview or custodianship is handled in a manner consistent with the procedures
- Ensure Participants' compliance to the rules and service levels outlined in the Operational Procedures
- Promote an organizational culture that encourages top performance and high morale
- Provides support in Non-Bank Participants' and merchants' onboarding / integration
- Any other operation tasks

#### **2. Product Development**

- Identify product trends, future product possibilities and new market opportunities
- To continuously enhance the e-Business products/services in achieving the competitive edge within the payment services industry
- To explore and develop new e-Business products/ services, in line with organization's medium-to-long term strategic business objectives
- Development of business processes and business/ financial models for enhanced or new products
- Keep abreast In-trend with the latest digital technology and global payment landscape

### **QUALIFICATIONS**

**Minimum Qualifications**

- Degree/ Diploma in Banking, Finance, Business or its equivalent.

**Technical Qualifications**

- Strong computer literacy skills – Microsoft Word, Excel, PowerPoint

**Additional requirements.**

- Minimum of 5 years' experience in areas relating Electronic Banking, Retail Banking, Transaction (Wholesale) Banking or Card Services with good writing and analytic skills
- Knowledge and exposures to payment, e-commerce industry regulatory policies and guidelines
- Strong leadership qualities, aggressive and result oriented
- Strong trouble-shooting and problem-solving skills
- Strong ability to establish, develop, maintain good operational relationship