

<b>Job Description</b>	
<b>Position</b>	Officer/ Executive – Operations & Support
<b>Department</b>	<ul style="list-style-type: none"> <li>• eSPICK</li> <li>• FPX, JomPAY, IBG and Direct Debit</li> </ul>
<b>Division</b>	Retail Payment Services (RPS)

### **SUMMARY OF RESPONSIBILITIES**

Building, managing and delivering business operation tasks, initiatives, plans and projects in order to deliver the business objectives/targets.

### **KEY AREAS OF RESPONSIBILITIES**

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

- 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
- Perform all operational responsibilities with excellence in execution, accuracy, and timeliness
- Resolve day to day operational matters with stakeholders, being internal and external
- Continuous engagement with Participants and key stakeholders on current and potential issues
- Ensure Internal Procedures is regularly reviewed and updated if required
- Ensure adherence to operational process outlined in the Internal Procedures
- Ensure Participants' compliance to the rules and service levels outlined in the Operational Procedures
- Extract and analyze 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
- Any other operation tasks

### **QUALIFICATIONS**

#### **Minimum Qualifications**

- Diploma in Banking, Business, Finance or its equivalent or
- Minimum of 3 years experience in the relevant field

#### **Technical Qualifications**

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

#### **Additional requirements**

- Prior experience in areas relating to Retail Banking, Transaction (Wholesale) Banking with knowledge and exposures to banking operations will be an added advantage

- Good writing and analytic skills
- Strong team player qualities, aggressive and result oriented
- Display effective communication skills and handle customers in a pleasant, positive manner
- Display the ability to perform trouble-shooting and problem-solving skills
- Display the ability to establish, develop, maintain good operational relationship