

# United Arab Emirates Jobs Expertini®

**Card Operations Lead United Arab Emirates Posted on 02/15/2023 Trending**

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Company: Abu Dhabi Islamic Bank PJSC

Location: united arab emirates

Category: other-general

Role : Card Operations Lead

Location : Abu Dhabi

Role Purpose:

Support the key financial indicator for the card center operations.

Adherence with the job duties and interact with the different activities to enhance the overall performance.

Manage the overall card operations activities and overseas, distribute the activities within the team.

Support the management ensuring activities run smoothly and efficiently.

Act within a framework that improves the bank's reputation and customer's satisfaction.

Key Accountabilities of the role

Various exception sheets refreshing and sharing with team to check exceptions and find out the abnormal activities and to take investigation and remedial actions on time.

Leading and Monitoring both onshore and offshore CMU team.

Conducting daily call with offshore and onshore team to discuss various operational activities /issues and guiding them to right path.

Attending weekly / monthly service call with offshore management .

Attesting PKT on monthly basis .

Co-ordinating with different automation teams and sharing the operational requirements for new automation projects.

BRD review/Sprint Review/ SIT/ UAT/for new automation projects.

Access requests for new staff / Access removal for resigned / terminated staff .

Giving training to the entire team for new process and sharing required training materials .

Customer complaints handling related to maintenance activities.

Verifying Companion Ticket sheet prepared by the team.

Monitoring colleagues activities and giving proper guidance to make sure the smooth process of daily activities .

Monitoring Maintenance Queues as per SLA/TAT.

SOP / Addendum / SLA preparation / Review .

Review & Modify RCSA.

Communicate with IT in case any system issue arises to resolve..

Work on to close sharia & Audit Observations.

#### RESULTS REQUIERD:

Make sure that all the CMU activities are performing well as per the P&P without any human / system error .

Reducing customer complains.

Fixing customer complaints related to Etisalat enrollment, Points by checking with partner (Etisalat) within TAT

Fixing customer complaints related to Etihad enrollment, Miles by checking with partner (Etihad) within TAT

Ensuring that trainings are given to the team for all the new process

Ensuring that addendums are prepared and approved by all the stake holders and management for new process

make sure that all the requirements are given to our automation team on time and the shared requirements are implemented in the new projects once its go live .

Act within a frame work that improves the bank's reputation and customer's satisfaction.

Compliance of policies & procedures – Comply and perform Key operational controls as required in ADIB's polices & procedures in day-to-day operations.

Ensure that all daily Activities / Operations are carried out with the maximum efficiency, security control & safeguard the financial interests of our Card Business

Specialist Skills / Technical Knowledge Required for this role:

1. Knowledge of UAE banking practices , regulations & risks
2. Knowledge of Anti-Money laundering regulations issued by the UAE Central Bank and other regulatory authorities
3. Good knowledge of customer service standards .
4. Good knowledge of the Bank's Credit Card Issuance Policy & Procedures.
6. Good Communication Skills.
7. Management Information Skills.
8. Computer skills.

#J-18808-Ljbffr

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