

JOIN THE MOST AWARDED BANK IN SRI LANKA ASSISTANT MANAGER - CARD PORTFOLIO OPERATIONS



With an enduring vision of being the most technologically advanced, innovative and customer friendly financial organization, we, the Most Awarded Bank in Sri Lanka, continue to progress steadily while being the first Sri Lankan bank to be listed amongst the Top 1000 Banks in the World. Our unparalleled record of success is supported by an unmatched suite of digital offerings and superior standards in service, stability and performance. We are poised to ascend to even greater heights in the near future.

JOB PROFILE

- Oversee the end-to-end credit card lifecycle, including application processing, credit underwriting coordination, issuance, activation, renewals, replacements, limit revisions, and account maintenance while ensuring accuracy and timely service delivery.
- Support initiatives to increase card usage and customer engagement, positioning the Bank's cards as the preferred payment option for customers.
- Allocate operational tasks, monitor team performance, and provide guidance to ensure efficient operations and continuous team development.
- Ensure compliance with Central Bank regulations, internal policies, AML/KYC guidelines, and card scheme requirements.
- Monitor operational performance including turnaround times, service levels, and customer feedback, and recommend process improvements where necessary.
- Liaise with internal departments including IT, risk management, marketing, and customer service to ensure smooth coordination of card-related activities.
- Work closely with international card schemes, fintech partners, and payment service providers to support operational requirements and product initiatives.
- Prepare management reports on portfolio performance, operational volumes, and key activities, providing insights to support decision-making.
- Participate in system enhancements, product launches, and digital payment initiatives to strengthen the Bank's card portfolio.

APPLICANT'S PROFILE

Educational Qualifications

- Bachelor's Degree in Business Administration, Finance, Banking, or a related discipline, or recognized professional banking qualifications.
- Below 35 years of age

Experience

- Minimum 5 years of experience in banking operations, including at least 2 years in credit card operations or the payments industry at Executive Grade level or above.

Knowledge and Skills

- Good understanding of credit card products, card lifecycle management, and credit underwriting processes.
- Knowledge of international card schemes such as Visa, Mastercard, UnionPay and JCB.
- Familiarity with core banking systems, card management platforms, and payment processing systems.
- Strong analytical, problem-solving, and decision-making skills.
- Good leadership, communication, and stakeholder management capabilities

Successful candidate will be provided with an attractive remuneration package, commensurate with benchmarked financial institutions.

Interested candidates are invited to apply for the position, all applications should be routed through our corporate website.

To apply, please visit,

www.combank.lk > Careers > Open Positions > Assistant Manager - Card Portfolio Operations

 **COMMERCIAL BANK**