

Risk and Authorization Officer (Call Center)

Key Responsibilities:

- To handle all incoming call and bank's clients' telephone enquiries.
- To handle customer complaints and enquiries diligently and efficiently.
- To answer phone within service level that set.
- To engage with other key stakeholders to response to enquiries and complaints etc.
- To take appropriate action in response to received and return calls to customer enquiries, complaints, etc.
- To monitor and analyse Real Time transactions.
- To detect any fraudulent transactions.
- To perform daily Risk and Authorization, Maintenance report checking and submit to Risk and Authorization Team Leader for reviewing.
- To perform card, account and customer profile maintenance (Activation, Deactivation, Reactivation, and cancellation).
- To perform data capturing for Visa Card (New Application, Replacement Card, Reissue Card).
- To perform Visa Exception File update for lost/stolen and special accounts handling status.
- To handle monthly billing distribution to Cardholders (at home, email.tc).
- To ensure customer file is appropriately managed.
- To monitor card stock report and reconciliation.
- To perform any other duties assigned from time to time by Card Center Team Leader and Card Center Manager.

Knowledge Skills and Experience:

- A recognized Degree with at least 4-year experience in customer service area, preferably in the financial services industry.
- Sound knowledge in leveraging and analyzing information to support CSD activities.
- Possess sound related branch operations knowledge.
- Ability to multi-task and strong organization skills is essential.
- Good communication skills and a strong team player.
- Fluent in verbal and written English.
- Strong communication and interpersonal skills.
- Strong ability to negotiate and build relationship.
- Computer literacy in MS Word, Excel and Power Point.

How to apply:

Please submit your application via email: careers.kh@cimb.com

Or call us at 081 240 333