



POSITION	Card Operations Appeal and Monitoring Unit Specialist
TERM	Full time
LOCATION	Yerevan, RA
START DATE	ASAP
OPENING DATE	24/10/2024
APPLICATION DEADLINE	08/11/2024
DURATION	Indefinite, with a three-month probation period

"ID Bank" CJSC is looking for a specialist of card operations appeal and monitoring unit, who will perform the responsibilities listed below:

JOB RESPONSIBILITIES

- Provides daily review and control of transactions implemented with cards issued by the Bank,
- Studies, analyzes transactions implemented in the Bank's service network and carries out necessary activities in their relation
- In case of detecting suspicious transactions as a result of monitoring of transactions with cards issued by the Bank, establishes contact with customers, conducts outreach and, if necessary, proceeds to blocking or unblocking of cards,
- Submits proposals to the immediate manager on registration, removal, and amendments in security rules of the issuer and service provider.

REQUIRED QUALIFICATIONS

- Higher Education
- 1 year of work experience
- Knowledge of banking legislation
- Computer knowledge
- Excellent knowledge of Armenian, good knowledge of English and Russian languages
- Customer service skills
- Communication skills
- Effective problem-solving skills, ability to multitask
- Ability to work in an organized manner and adapt quickly to a fast-paced work environment
- Attention to detail
- Knowledge and commitment to work ethics

ADDITIONAL INFORMATION

After successful completion of the probation period, the Bank offers its employees a wide range of privileges, particularly, a comprehensive medical insurance package, a comprehensive bonus plan, a corporate package for sports club services, banking services on preferential terms, etc.

APPLICATION PROCEDURES

All interested candidates who meet the requirements above and are confident that their background and experience qualify them for this position, should send the filled-in application form attached to this announcement to: hr@idbank.am mentioning the position applied for in the subject line of the e-mail. Only short-listed candidates will be contacted.

ABOUT COMPANY

"ID Bank" CJSC was founded in 1990 as "Anelik Bank" Limited Liability Company and was renamed to "ID Bank" CJSC since 04.06.2018. The Bank's mission is to be the first choice Bank for the customers as the best innovative Bank providing the customers with personalized unique digital solutions. To learn more about the Bank, please visit: <https://www.idbank.am/>