

GENERAL:
<p>Job Title: Senior Officer – Issuing</p> <p>Department/ Division: Payment</p> <p>No. of Vacancies: 2</p>
BASIC PURPOSE:
<p>The job holder will be mainly responsible in overseeing and managing the issuance of credit, debit, prepaid and other types of payment cards for a financial institution. This role involves ensuring compliance with security and regulatory standards, coordinating with various departments, and providing excellent customer service.</p>
MAIN DUTIES AND RESPONSIBILITIES:
<ul style="list-style-type: none"> • Oversee the end-to-end process of card issuance, including card production, personalization, and distribution. • Implement and adhere to security protocols to protect cardholder data and prevent fraud. • Ensure compliance with regulatory requirements, such as Payment Card Industry Data Security Standard (PCI DSS) and other relevant laws. • Conduct regular audits and risk assessments to identify and mitigate potential security threats. • Address customer inquiries and issues related to card issuance, such as lost or stolen cards stoppage. • Provide support and guidance to customers on the use and features of their cards. • Work closely with other departments, such as IT, customer service, and compliance, to ensure smooth card issuance operations. • Liaise with external vendors on card manufacturers (stock management). • Monitor and report on key performance indicators (KPIs) related to card issuance, such as error rates, and customer satisfaction. • Continuously evaluate and improve card issuance processes to enhance efficiency and customer experience. • Stay updated with industry trends and technological advancements in payment cards and security. • Perform any other responsibilities as may be assigned by Immediate Supervisor.
KNOWLEDGE, SKILLS, QUALIFICATIONS AND EXPERIENCE:
<p>Knowledge</p> <ul style="list-style-type: none"> • Strong knowledge of card issuance processes and security standards. • Excellent Organisation and multitasking abilities. • Strong communication and customer service skills. • Attention to detail and a commitment to accuracy. • Familiarity with relevant software and systems used in card issuance and management. • Ability to work under pressure and meet deadlines. • Analytical mindset with the ability to interpret data and make data-driven decisions. • Relationship management with all the employees and key decision makers • The role requires customer focused person, committed and keen business acumen • Computer proficiency

Skills

- Effective listening skills.
- Good communication skills.
- Problem solving skills
- Personal integrity with a high regard to maintain strict confidentiality.
- Excellent in time management.

Qualifications

- Bachelor degree in Information Technology, or any business related field.

Work Experience

- At least 2 years of relevant working experience in the Banking sector.

To Apply:

Please submit your application quoting the Job title on the subject field to: TZRecruitment@equitybank.co.tz

Application Deadline: 13th June, 2025.