



## Vacancy announcement

Pubali Bank Limited is a leading largest private commercial bank with 490 online branches, 17 Islamic Banking windows and 41 sub-branches with a diverse and motivated workforce is seeking highly qualified and experienced candidates for the following position to guide the bank to its next phase of innovation and growth.

### 1. Division Head in the rank of General Manager/ Deputy General Manager for proposed Card Business Division.

No. of Post: 01 (one)

Academic Qualification: MBA/MBM/Masters in any discipline from a reputed university.

#### Experience:

##### a) For GM:

- Minimum 18 (Eighteen) years banking experience with minimum 3 years in Senior Management position (as SVP/DGM or equivalent) in the field of Card Business.
- Head of Card Division of Banking industry will be given higher preference.
- Age not exceeding 50 years as on 31-03-2022.
- Relaxation for highly experienced/qualified candidates.

##### b) For DGM:

- Minimum 15 (Fifteen) years banking experience with minimum 3 years in Senior Management position (as AVP/AGM or equivalent) in the field of Card Business.
- Head of Card Division of Banking industry will be given higher preference.
- Age not exceeding 50 years as on 31-03-2022.
- Relaxation for highly experienced/qualified candidates.

#### Responsibilities:

- Developing Brand strategies by identifying and searching markets.
- Leadership role for Card Business, Marketing, Merchant Acquisition, Sales and Recovery.
- Planning, organizing and managing the activities of the Card business, setting growth target, establishing marketing strategy, forecasting and anticipating requirements, developing action plans among different units of Card Business Division.
- Promoting & creating brand value, establishing Brand objectives in line with organizational objectives.
- Establishing relations with corporate clients, merchant/e-commerce partners and regulatory reporting.
- Overseeing card business, analyzing market, managing disputes, fraud and complaint.
- Working closely with Card Operation Division, Software Development Division and ICT Operation Division to update/ enhance or inclusion of new features and formation of different policies.

### 2. AGM/ SPO for Unit Head - Marketing Unit of Card Business Division:

No. of Post: 01 (one)

Academic Qualification: MBA/MBM/Masters in any discipline from a reputed university.



Experience:

a) For AGM:

- Minimum 10 (ten) years banking experience with minimum 3 years in the field of Card Marketing.
- Minimum 2 years experience in SPO or equivalent position.
- Working as Head of Card Marketing/ Unit Head of Card Marketing will be given higher preference.
- Age not exceeding 45 years as on 31-03-2022.
- Relaxation for highly experienced/qualified candidates.

b) For SPO:

- Minimum 08 (Eight) years banking experience with minimum 3 years in the field of Card Marketing.
- Minimum 2 years experience in PO or equivalent position.
- Working as Head of Card Marketing/ Unit Head of Card Marketing will be given higher preference.
- Age not exceeding 40 years as on 31-03-2022.
- Relaxation for highly experienced/qualified candidates.

Responsibilities:

- Responsible for developing Marketing strategy, market analysis, product value propositions, pricing & positioning for the range of Card products.
- Responsible for product design, packaging, communication, promotions and customer insights.
- Work with Advertising and PR agencies to ensure visibility and positioning of Brand & products.
- Responsible for Activation, Usage & retention programs.
- Responsible for setting up ATM /CRM in appropriate place.
- Search new business opportunities.
- Work closely with Operations, Technology in providing a seamless card product through third party vendor.

3. AGM/ SPO for Unit Head - Card Sales Unit of Card Business Division.

No. of Post: 01 (one).

Academic Qualification: MBA/MBM/Masters in any discipline from a reputed university.

Experience:

a) For AGM:

- Minimum 10 (ten) years banking experience with minimum 3 years in the field of Card Sales.
- Minimum 2 years experience in SPO or equivalent position.
- Working as Head of Card Sales team/ Unit Head of Card Sales will be given higher preference.
- Age not exceeding 45 years as on 31-03-2022.
- Relaxation for highly experienced/qualified candidates.



b) For SPO:

- Minimum 08 (Eight) years banking experience with minimum 3 years in the field of Card Sales.
- Minimum 2 years experience in PO or equivalent position.
- Working as Head of Card Sales team / Unit Head of Card Sales will be given higher preference.
- Age not exceeding 40 years as on 31-03-2022.
- Relaxation for highly experienced/qualified candidates.

Responsibilities:

- Drive Sales, Cross Sell and searching for potential card applicants.
- Develop and implement effective sales strategy to achieve business objectives of Cards.
- Manage of strong sales team who will be engaged in selling Cards and other products to existing as well as new to bank customers.
- Checking and analyzing card related documents.
- Train team of Sales managers and Location Sales Managers who will run day to day operations of units spread across locations.
- Channel Management with other business's to enhance sales lead.

4. AGM/ SPO for Unit Head - Merchant Acquiring Unit of Card Business Division.

No. of Post: 01 (one).

Academic Qualification: MBA/MBM/Masters in any discipline from a reputed university.

Experience:

a) For AGM:

- Minimum 10 (ten) years banking experience with minimum 3 years in the field of Merchant acquisition and value added services Management.
- Minimum 2 years experience in SPO or equivalent position.
- Working as Head of Merchant Acquisition/ Unit Head of Merchant acquiring & value added service management will be given higher preference.
- Age not exceeding 45 years as on 31-03-2022.
- Relaxation for highly experienced/qualified candidates.

b) For SPO:

- Minimum 08 (Eight) years banking experience with minimum 3 years in the field of Merchant acquisition and value added services Management.
- Minimum 2 years experience in PO or equivalent position.
- Working as Head of Merchant Acquisition/ Unit Head of Merchant acquiring & value added service management will be given higher preference.
- Age not exceeding 40 years as on 31-03-2022.
- Relaxation for highly experienced/qualified candidates.

Responsibilities:

- Responsible for acquiring POS, QR, e-commerce, EMI and discount merchant.
- Constantly enhancing processes for better services of merchant team in handling new merchant on-boarding, merchant transactions, and merchant supports along with other related documents of merchants.



- Gathering requirements from merchant enquiries, issues and address accordingly.
- Monitoring chargeback and fraud volumes of merchant accounts and ensuring action plans are implemented in reducing risk from particular merchants.
- Coordinate with Card Operation team during product enhancement in terms of acquiring host system and terminal applications.
- Design and set criteria of pricing scheme, offering model and merchant approval program.
- Train and educate merchants.

5. AGM/ SPO for Unit Head - Recovery Unit of Card Business Division.

No. of Post: 01 (one).

Academic Qualification: MBA/MBM/Masters in any discipline from a reputed university.

Experience:

a) For AGM:

- Minimum 10 (ten) years banking experience with minimum 3 years in the field of Card Recovery.
- Minimum 2 years experience in SPO or equivalent position.
- Working as Head of Card Recovery/ Unit Head of Card Recovery will be given higher preference.
- Age not exceeding 45 years as on 31-03-2022.
- Relaxation for highly experienced/qualified candidates.

b) For SPO:

- Minimum 08 (Eight) years banking experience with minimum 3 years in the field of Card Recovery.
- Minimum 2 years experience in PO or equivalent position.
- Working as Head of Card Recovery/ Unit Head of Card Recovery will be given higher preference.
- Age not exceeding 40 years as on 31-03-2022.
- Relaxation for highly experienced/qualified candidates.

Responsibilities:

- Keep tracking outstanding debts.
- Supervise, evaluate and monitor the overall recovery team.
- Plan course of action to recover owed money.
- Providing support/monitoring team assigned for information regarding branch and customers queries.
- Preparing monthly classification report of credit card.
- Locate and contact debtors.
- Update account status and database regularly.
- Comply with requirements when legal action is unavoidable.
- Handle customers' questions or complaints.
- Negotiate payoff deadlines and payment plans.
- Build trust with debtors.



General Conditions:

- Candidates having 3<sup>rd</sup> division/ class in any of the examinations are not eligible to apply.
- Candidate with foreign degree must have equivalence certificate from the University Grants Commission of Bangladesh and their degree and result must be equivalent as above.
- Excellent verbal, written and interpersonal communication skills in both Bangla and English.

Compensation package: As per pay scale of the Bank.

Apply Instructions:

Interested candidates who fulfill the requirements should apply online, link: <https://www.pubalibangla.com/career.asp> with recent passport size scanned colored photograph & signature. After filling up the online application, the applicant will receive an Applicant Identification Number. The closing date for submission of application is **31 March 2022** by 6:00 p.m.

To avoid possible inconvenience due to server congestion, please apply well ahead of the deadline.

Only short listed candidates will be called for interview. No TA/ DA will be applicable for this purpose.

Management of the Bank reserves the right to reject any or all applications without assigning any reason whatsoever.

