

Specification of Competency Standards for the Retail Banking

Unit of Competency

Retail Banking Operations and Support > 2.4 Card Processing

Title	Oversee credit card account and transactions processing
Code	107355L5
Range	Keep track of the policy development and set guidelines for credit card account and transactions processing; provide credit card product services to customers of retail banking in the area of processing credit card transactions and accounts services for customers and merchant members in a banking operations environment. It refers to screen and process new credit card applications for validation; process approved and declined card transactions; and supervise any other on-going account services
Level	5
Credit	4
Competency	<p>Performance Requirements</p> <ol style="list-style-type: none"> 1. Understand the procedures in operations support of credit card account services and monitor all related transaction processing <ul style="list-style-type: none"> Be able to: <ul style="list-style-type: none"> • Keep track of market trends and take it for consideration of operations support policies and guidelines' review of credit card account and transactions processing • Understand the procedures and requirements in processing credit card transactions and supervise team members to execute the work effectively • Monitor transactions processed by team members are in line with the bank's policies and service standards to ensure different kinds of transactions (e.g. payment, cancellation, chargeback, etc.) are handled in an accurate and timely manner • Liaise with other business or operations units to spot and detect any suspicious card transactions • Oversee new credit card applications; ensure adherence to credit policies and process within standard turnaround time 2. Supervise to ensure quality of credit card services <ul style="list-style-type: none"> Be able to: <ul style="list-style-type: none"> • Supervise hotline services by providing guidelines and service standards to ensure that quality services in handling enquiries or complaints are delivered to customers • Monitor follow up actions in accordance with customers' enquiries and complaints when necessary • Oversee correspondence management and ensure information accuracy of customers database 3. Ensure quality of credit card services; identify improvement areas and implement solutions <ul style="list-style-type: none"> Be able to: <ul style="list-style-type: none"> • Lead team members to Identify factors influencing quality of credit card services based on their interaction with customers, merchants and other business partners; and to develop improvement measures • Identify improvement areas of credit card services; determine intervention strategies and develop action plans to remove the root causes that affect the quality of credit card services • Review credit card services and operations processes regularly, take steps to ensure all compliance and regulatory requirements are fully met

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Assessment Criteria	The integral outcome requirements of this UoC are: <ul style="list-style-type: none">• Credit card application is scrutinized for completeness and prepared for validation in accordance with the bank's specifications• Accurate and timely reports on all types of credit card transactions are generated by team members and distributed to relevant parties for their follow-up in regular basis• Identification of improvement strategies of credit card services and design implementation plans
Remark	