

Career Opportunity

Officer (Card Department)

First Capital Shared Services Ltd is looking for an experienced and detail-oriented Officer, Banking Operations to join our Cards Operations team. This role will involve handling a variety of tasks related to Settlement, Dispute and Reconciliation while ensuring compliance with established procedures and service level agreements (SLAs).

Key Responsibilities

Operational Processing for Credit Operations

- Perform daily Card Scheme Settlement and Reconciliation
- Handle Dispute Management effectively
- Attend and resolve queries from internal and external stakeholders
- Drive automation initiatives to improve process efficiency
- Prepare and provide MIS reports for management
- Participate in meetings related to Card Services
- Ensure all agreed SLAs are consistently met
- Carry out any other duties or delegated assignments as required

Qualifications & Skills:

- Degree holder with 2–3 years of proven experience in a related field
- Good knowledge of Card Reconciliation, Settlement, and Dispute Management
- Participation in Card Association training programs will be an advantage
- Excellent communication and

interpersonal skills

- Ability to manage heavy workloads and work independently with minimal supervision
- Ability to work effectively both independently and within a team environment from 10h to 19h.
- High attention to detail and comfort working in a fast-paced environment
- Willingness to learn and take ownership of tasks
- Strong planning, organisational, and problem-solving skills
- Flexibility to work outside regular hours when required.

How to apply

To apply, please submit your application, updated CV, and any other relevant documents by 12th of December 2025, to

talent@fcssl.com

Please note that only shortlisted candidates will be acknowledged.