

POSB | People's Own Savings Bank

<https://www.posb.co.zw/job/we-are-hiring-card-operations-specialist/>

CARD OPERATIONS SPECIALIST

Description

The Bank invites applications from suitably qualified and experienced candidates for the position of Card Operations Specialist.

Role Summary

Reporting to the Merchant and Card Services Manager, the role is responsible for managing end-to-end card operations, ensuring secure, efficient, and customer-centric services aligned with regulatory and industry standards.

Responsibilities

- Manage card issuance, lifecycle, and platform administration
- Monitor card transactions, settlements, and reconciliations
- Oversee card production, stock management, and vendor coordination
- Support dispute resolution, chargebacks, and customer queries
- Monitor and mitigate card-related fraud and compliance risks
- Support development and rollout of new card products and digital solutions
- Prepare operational reports and track key performance metrics
- Liaise with stakeholders including card schemes and service providers
- Supervise and support Card Operations Analysts

Qualifications

- Degree in Banking, Finance, Information Systems, or related field
- Minimum 3 years' experience in card operations, digital banking, or payments
- Experience with card schemes (e.g., Mastercard/Visa) and payment systems

Job Benefits

Why Join Us?

Be part of a forward-looking institution driving digital transformation and innovation in banking, with opportunities to contribute to cutting-edge card and payment solutions.

How to Apply

Interested candidates should submit their applications, accompanied by a detailed CV, to:

recruitment@posb.co.zw

Closing Date: 24 April 2026

Hiring organization

POSB | People's Own Savings Bank

Date posted

April 17, 2026