



Are you **interested in** customer experience and the cards business? Then your place is with us!

As part of Raiffeisen Centrobank AG, the Raiffeisen Digital Bank builds a new digital-only bank for the European market. We are the team of professionals with fintech background and a start-up culture, who strive to change the way customers interact with financial services. If you are keen on playing a key role in shaping the customer experience and the cards business of a digital bank, we invite you to join our Retail Operations team in Vienna as a

CARDS OPERATIONS MANAGER (F/M/D)

YOUR RESPONSIBILITIES

- Handling day-to-day cards operations processes incl. but not limited to: Clearing, settlement, handling of chargebacks/, managing transaction rejects/merchant queries, support fraud operational activity for card acquiring, scheme reporting etc.
- Have an In-depth understanding of regulatory norms and the alignment with our operations
- Create a culture of improvement by internal collaborations and by maintaining relationships with business customers, card schemes and service providers
- Provide support on organizational topics related to Human Resource, IT and Office Management but also setting up work instructions as well as process descriptions
- Be in charge of card operation management reaching from card stock handling, issue communication over vendor/service providers management to regulatory reporting
- Be responsible for incident handling as a point of escalation for customer, internal/ external bank queries

YOUR QUALIFICATION

- 7+ years experience in cards operations, preferably in a digital payment environment
- Experience in business process and data flow analysis for customer journey creation
- Knowledge of structures and workflows of open banking/mobile banking
- Be Customer focused and a strategic thinker with a strong commercial background
- English on a professional level is a prerequisite

OUR OFFER

- A modern, centrally located office in the 3rd district of Vienna with a view over Stadtpark, canteen, home office, cell phone, laptop as well as job ticket and other benefits.
- A position within a product-driven environment full of professionals that offers a lot of space to unfold your ideas and creativity
- We guarantee payment according to your official national collective agreement ("Kollektivvertrag") of EUR 2.835,28. We have a clear willingness to overpay, and you can expect an appropriate payment depending on your concrete skills and experiences.

We are proud to be an equal opportunity employer. All qualified applicants will receive consideration for employment without regard to age, ethnicity, race or colour, national origin, religion, political or other opinion, sex, sexual orientation or disability.

Please note that - due to data protection - we will only be able to consider applications through our **JOBS PLATFORM**. Further information and vacancies on our website: www.rcb.at/en/careers.

apply NOW!

ABOUT RAIFFEISEN CENTROBANK

Raiffeisen Centrobank AG (RCB) is the competence center for certificates and equity trading in Austria, with a strong regional focus on Central and Eastern Europe (CEE). As a pioneer and market leader in the field of structured products RCB offers a broad range of certificates for all market situations and customer needs.

In addition, RCB is a relevant market maker for equities and equity derivatives in the German-speaking area as well as in CEE. As largest domestic market maker at the Vienna Stock Exchange the bank provides liquidity for the Austrian Prime Market. RCB is a subsidiary of Raiffeisen Bank International AG.

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www.rcb.at

Raiffeisen Centrobank AG

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We are looking forward to your application.

Jobs at



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