



WE'RE HIRING!

***Manager / Senior Manager
SDRU, FTDH, SDRP & Perso***

Department: Core & Commercial Business

Location: Karachi

Education: Bachelors/Master's Degree in
Business Administration/Commerce/Economics
from any HEC recognized university

Experience: 10 – 12 years in relevant field

Deadline: November 11, 2024

Apply at: careers@1link.net.pk

Female candidates are encouraged to apply.



Title: Manager / Senior Manager – SDRU, FTDH, SDRP & Perso



Job Role & Requirements:

- Monitor the overall performance of system and team of Switch Dispute Resolution Unit (SDRU), Fraudulent Transaction Dispute Handling (FTDH), Sohni Dharti Remittance Program (SDRP), and Personalization.
- Oversee implementation of strategic planning, risk mitigation, and processes.
- Review all existing processes, procedures, and systems to analyze gaps to increase overall efficiency and effectiveness.
- Coordinate with teams and stakeholders to address gaps and ensure effective communication for UAT testing and project sign-offs.
- Evaluate and review the existing schedule of charges and operating guidelines, ensuring timely revisions or the induction of new categories.
- Support and guide the dispute resolution team on transactional issues, frequent reporting, dashboard monitoring, and system matters.
- Lead the SDRP program, ensuring the preparation of daily ledgers, redemption, dashboard reports, and monthly claim submissions of Public Sector Entities (PSEs) and their reimbursement and validate the same.
- Support and guide the PERSO team to develop SOPs/SLAs, ensure compliance, and manage audits and vendor relations.

At LINK we believe in equal opportunity & inclusivity for all. We encourage our employees to live a healthy life & work to the best of their potential. For employees to give their best, we offer:

- ① *Modular working options such as flexi-hours*
- ① *Continuous training and development*
- ① *Quarterly bonuses*
- ① *Heavily subsidized lunch and club facilities*
- ① *Employee educational support*
- ① *Performance bonuses*
- ① *Carpool incentive*
- ① *On premises gym facility*
- ① *In-person/online doctor consultation facility*

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