



# WE'RE HIRING!

## ***Associate / Officer Transaction Monitoring Unit***

**Department:** Customer Experience –  
Customer Services

**Location:** Karachi

**Education:** Bachelors from any HEC  
recognized university

**Experience:** 02 – 04 years in Transaction,  
Fraud Monitoring or Data Analytics

**Deadline: April 18, 2024**

**Apply at: [careers@1link.net.pk](mailto:careers@1link.net.pk)**

*Female candidates are encouraged to apply.*



# Title: Associate / Officer – Transaction Monitoring Unit



## Job Role & Requirements:

- Monitor SDRP transactions for points awarding, transfers, and redemptions.
- Identify suspect accounts based on defined criteria.
- Investigate suspected accounts according to defined guidelines and report for temporary blocking in case of fraud.
- Maintain defined TATs and KPIs.
- Maintain MIS on Excel, CRM, or any other provided platform.
- Prepare daily, monthly, yearly performance reports, MIS, and dashboards.
- Coordinate with different teams and departments for case investigations.
- Perform voice and email communications with customers as required.
- Adhere to organizational policies, procedures, and guidelines, ensuring strict compliance with information security as well as confidentiality requirements.

*At 1LINK 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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