

**Position: Unit Head Alternate Delivery Channel**

**Division: Information Technology**

**Location: Head Office - Karachi**

**Required Qualification & Experience:**

Minimum Bachelor's degree with minimum 10 Years' experience in Alternate Delivery Channel solutions implementation and/or support.

**Main Duties, Responsibilities & Job Requirements:**

- Strong understanding of delivery of services to customers via ADC, technical training and skills,
- Strong understanding of banking concepts with respect to the applications that are being supported by the resource.
- Responsible for establishment of new and value added electronic banking channels, product development, project and product management and business generation and expansion.
- Project Management of multiple projects, multi-tasking and ensuring all assigned projects are completed as per schedule (from initiation to closing).
- Responsible for achieving technical & Business aspects of FWBL's Alternate Distribution channels including, but not limited to:
  - Call Center / CRM (Customer Relationship Management) and IVR (Interactive Voice Response)
  - Payment Cards
  - Internet & Mobile Banking Applications
  - UBPS and IBFT on ADC
  - ATMs
  - Merchant Discount Programs
  - Integration with Fintechs
- Conducting nationwide training sessions for staff education regarding ADC services.
- Compliance, risk management and information security coordinator for ADC.
- Ensure compliance of SOP's and IS policies including internal policies and prudential regulation guidelines, while performing their day to day operations
- Strong communication and Interpersonal Skills.

Any other task assigned by the Line Manager/ Management is to be performed to the best of his/her capability.”

