

POSITION VACANCY

Credit Corporation (PNG) Limited seeks an experienced person to fill in the role of **Dispute & Chargeback Resolution Analyst**.

The Disputes and Chargeback Resolution Analyst is responsible for actively and regularly monitor all incoming chargebacks and disputes as well as actioning all Credit Bank PNG customer disputes that are lodged through our branch networks, contact centre or fraud monitoring team.

This role reports to the Manager Cards & Digital Operations.

Key responsibilities

- Attend to customers disputes/chargebacks ensuring compliance to BPNG regulatory requirements.
- Manage all aspects of the dispute process from data collection and processing, issuing provisional credits, determining correct reasoning, and final adjudication.
- Identify common risk factors associated with customer dispute claims and communicate emerging trends and patterns in worked disputes.
- Analyse claimant transaction history through available online data and leverage knowledge of industry fraud trends to determine if the claim is valid or fraudulent.
- Assess claimant eligibility for access to affect funds during the dispute recovery process in accordance with VISA or MasterCard dispute rules if applicable.
- Utilize network dispute process to attempt recovery on behalf of Visa DAS Clients, ensuring that disputes are submitted in accordance with Network Operating Regulations, and that all required evidentiary and technical conditions and requirements are met.
- Open tickets and communicate system or settlement issues to leadership or internal partners.
- Identify and analyse processing problems with customer impacts, communicates ongoing situation status to processing teams.
- Communicate via email and phone to Visa DAS Clients and Network associates as necessary, prepare and write up reports to request



Credit Corporation (PNG) Ltd
Head Office | Ground Floor
Credit House | Cuthbertson Street
P.O Box 1787,
Port Moresby | 121
N.C.D | Papua New Guinea

refunds for valid cases that might not meet the dispute/chargeback process.

Key requirements

- Bachelor's degree in business studies, accounting or related discipline
- Experience in Disputes, Chargebacks, or Cards Fraud Operations is an advantage.
- Excellent communication skills and the ability to forge strong relationships with internal stakeholders.
- Expertise in risk management, fraud detection, and data analysis & investigations.
- Proven ability to service and support a range of internal and external customers, while maintaining client stakeholder confidentiality, often in parallel and within a shifting set of priorities.
- Intermediate knowledge of Schemes Chargeback Process and Rules.

Application process

If you think you have what it takes to be in this role, we would like to hear from you.

Applications close on Friday, 4th October 2024 at 5pm.

Only short-listed candidates will be contacted for an interview. If you do not hear from us, please consider your application unsuccessful. All applications must provide the following:

- A cover letter
- A current CV with the names of three (3) contactable referees

Applications must be addressed to:

The Head of People & Culture
Credit Corporation (PNG) Limited
P O Box 1787
Port Moresby, 121
National Capital District

Hand-delivered to Ground Floor, Credit House, Cuthbertson Street, Port Moresby, National Capital District or emailed to Recruitment@creditcorporation.com.pg