

*Our people* are our competitive advantage.



At Butterfield, we pride ourselves on being approachable, disciplined and proactive. If you embody these qualities and have the necessary experience, you may be the one we're looking for.

## Vice President, Group Head of Product and Operations Card Services

This position reports to the Group Head of Card Services and is responsible for the Card Services Project function and Debit and Credit Card Operations.

### Your responsibilities will include:

- formulating and recommending the overall strategy for cards to Executive Management, including strategies for new and improved products, delivery systems, customer service, fee structures, processing systems and marketing
- strategically managing the relationship with our third-party processors and vendors including negotiating complex service and fee agreements and leveraging our position to obtain competitive pricing
- creating and executing annual plans by product line and taking steps, including the development of profitability models, to ensure the achievement of annual growth and profitability objectives
- managing the product work performed by the service provider (Primax)
- managing card services operations of credit and debit card issuer customer service and back office support functions
- creating logical work groups/teams headed by supervisory staff either along business or combined functional lines
- establishing, documenting and instituting workflows and procedures based on "best practices"
- working with Head of Card Services and Finance in establishing operating budgets
- managing the fraud risk management practices and controls
- establishing productivity benchmarks, service levels as well as formulating measurements and tracking
- guiding, training and mentoring staff with a view to upgrading skills, elevating the overall quality of the work force and maintaining a service-oriented culture

### Your experience/skills may include:

- university degree in business or related discipline with a minimum of seven years' progressive experience in an issuer/acquirer operations role or equivalent; plus five years in a management capacity with direct experience managing credit and debit card issuer/acquirer operations
- demonstrated experience in the card industry, including business dynamics, operations, servicing and issues related to fraud and risk
- sound knowledge of Visa and MasterCard bankcard operating regulations and experience with all facets of card issuer and merchant acquiring operations and back office functions including FDR/FDMS processor functionality and Falcon, Visa and MasterCard risk/fraud management tools
- experience in back office re-engineering and efficiency enhancement
- strong managerial, interpersonal and communication management skills
- experience in product development including research, project management, pricing, branding, implementation, marketing and sales planning
- self-motivated, reliable professional with the demonstrated ability to work effectively and independently
- thorough understanding of asset and liability management, risk management and ability to apply these to credit card products
- excellent analytical, problem solving and communications skills, both oral and written
- proficient in Microsoft Office suite of applications

CLOSING DATE: 26 January 2017

All applications should be forwarded **via e-mail**

to: **resumes@butterfieldgroup.com**

ATTENTION: Human Resources

Hardcopy applications will not be accepted.

[www.butterfieldgroup.com](http://www.butterfieldgroup.com)  



**Butterfield**

**THE BAHAMAS | BERMUDA | CAYMAN ISLANDS | GUERNSEY | SWITZERLAND | UNITED KINGDOM**

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