

Position: Junior Assistant of Dispute, Chargeback and Settlement Department

Job Description

- Assist in maintaining and organizing department records, including dispute cases, chargeback documentation, and settlement files.
- Respond to routine emails and ensure timely communication with member banks and stakeholders regarding disputes and settlements.
- Support the preparation of reports by collecting and organizing relevant data.
- Support the team in processing customer disputes and chargebacks by compiling and verifying documentation.
- Assist in updating the portal records for dispute cases and ensuring data accuracy.
- Assist in downloading and reconciling settlement files for domestic and international payment schemes under supervision.
- Help in identifying discrepancies in settlement data and escalating issues to senior team members.
- Handle basic inquiries from member banks and merchants regarding disputes, chargebacks, and settlements.
- Escalate complex issues to the appropriate team members or supervisors.

Job Specification

- Bachelor degree and more prefer 1 year of experience in Banking field.
- Under 25 Years.
- Basic understanding of financial systems or willingness to learn payment processes and chargeback workflows.
- Strong administrative skills, including data entry, documentation, and record-keeping.
- Good communication and ability to work under supervision in a structured environment.
- Proficiency in Mail & Microsoft Office (Excel, Word) is an advantage.

Benefit

- Meal & Transportation Allowance
- Organizational refreshment
- Learn new Skills on the job

Working Hours(9:00 AM to 5:00 PM)

Off Day (Saturday, Sunday & Public Holiday)

If you are interested in this position, please contact us at this email(mpuadmin@mpu.com.mm)

before **9th March 2025**.