

City Bank PLC

Officer/Senior Officer, Logistics, Card Operations



Application Deadline : **27 Apr 2026**

Requirements

Education

- Bachelor/Honors

Experience

- At least 3 years
- The applicants should have experience in the following business area(s): Banks

Additional Requirements

- Age At least 25 years
- Minimum 2 years' working experience in Card Operations is preferred.
- Multi-tasking ability
- Ability to handle complex situation
- Good Interpersonal skills

Responsibilities & Context

Primary responsibility of the role is to ensure timely & accurate execution of daily dispatch of Cards/vouchers/PIN/card cheque/statement to the customers, to meet query of branches and other stakeholders and maintain SLA as per bank's policy. . Ensure strict compliance with policy, procedure, laws, rules, regulations, guideline and SOP.

- Execute timely and smooth dispatch and delivery of Cards/vouchers/PIN/card cheque/statement to the customers.
- Ensure timely delivery of dispatched items by courier companies.
- Maintain Return items records and receive those and execute resend the same as per process.
- Execute urgent delivery and maintain record.
- Execute upload data in respective application for tracking of various dispatched items.
- Maintain data accurately and provide to respective Officers for preparation & submission of reports to concern units timely.
- Communications with relevant source related to delivery of Cards/vouchers/PIN/card cheque/statement etc.

- Prepare data for destruction of Cards/vouchers/PIN/card cheque as per policy.
 - Ensure that Custodianship role are performed without any deviation and as per bank's policy.
 - Execute preservation of hard copy and registers of all dispatched/returned items.
 - Maintain data for processing of vendor/courier's bills.
 - Participate in UAT before launching of new products/applications.
 - Execute daily tasks to maintain zero audit observations.
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Workplace

Work at office

Employment Status

Full Time

Job Location

Dhaka