

Job Description

Position:	Manager, Business Process Development (Conventional Channel)
Department:	Digital Banking Development
Reporting to:	Head Digital Banking Development
Location:	Head Office

I. Duties and Responsibilities

- Analyze existing manual, paper-based, forms, or in-person processes within the bank.
- Identify inefficiencies, delays, and pain points across conventional banking channels.
- Recommend, design, and implement process standardization, optimization, and automation initiatives.
- Work with each department to develop Business Requirement Documents (BRD) to ensure alignment with business needs and submit to technical teams for further assessment and development if required.
- Collaborate with cross-functional teams to streamline workflows and improve customer experience.
- Participate and support process improvement projects by leveraging technology, automation, and system enhancements.
- Monitor implemented processes to ensure sustainability, compliance, and continuous improvement.
- Other ad hoc assigned by management.

II. Qualification

- Bachelor's degree (or higher) in Information Technology, Finance and Banking, Business Administration, or related field.
- Minimum 3-5 years of professional experience in business process development, automation, or system improvement within the financial sector.
- Strong knowledge of process mapping, re-engineering, and workflow automation tools.
- Experience in managing end-to-end process improvement projects.
- Excellent analytical, problem-solving, and communication skills.
- Ability to work collaboratively with business and technical teams to drive transformation.