

Credit Risk Manager Job Description

Duties and Responsibilities:

- Institute, lead, and deliver credit card fraud mitigation support
- Make sure alerts are readily available for business channels transactions
- Preempt fraud detection challenges at the strategy and portfolio level and provide analytical/modeling solutions
- Utilize customer data to build risk segmentation and mitigation strategies
- Establish and monitor policies and procedures that will foster the company's potential to meet its sales and risk management goals. Monitor and assess active accounts to reduce or prevent bad debt losses
- Communicate current policies and procedures to subordinates and other affected parties
- Assist in controlling costs associated with operating and collecting credits
- Actively support efforts to identify credit risk related issues and coordinate issues resolution management
- Serve as Credit Risk PMO to ensure timely prioritization, execution, and delivery of key projects and initiatives
- Produce key management reports and respond to ad hoc requests by managing consumer credit risk reporting resources
- Support Senior Management with consumer risk reporting needs
- Ensure effective design and oversight of the consumer quality function; identify the scope and prioritize local quality control resources
- Maintain all Consumer Risk Policies and Procedures
- Provide support for strategic data initiatives such as ODS roll out, IDI, and DW
- Maintain and implement the IO Credit Risk Governance process
- Provide support for pricing and new product process for credit risk inputs (loss assumptions and product risk assessments)

- Follow-up and maintain tracking on open Audit, LRG, and self-identified credit risk issues to ensure satisfactory closure
- Manage cross-market as well as central/local credit risk activities.

Credit Risk Manager Requirements – Skills, Knowledge, and Abilities

- Education: A minimum of Bachelor's degree in finance, business, economics, or other quantitative related field is required. However, MBA or a Master's degree in Economics, Mathematics, Statistics, or other quantitative related field may be preferred
- Knowledge: Credit risk managers require a working knowledge of consumer credit risk management and must possess sound market and industry knowledge of the sector in which they specialize
- They also require an understanding of the key drivers of consumer loan/credit card financials and the underlying consumer behaviors that drive those financials
- Computer skills: They require advance computer skills, especially proficiency with Microsoft Office (Excel, Access, Word, PowerPoint) applications; a working knowledge of SAS (Base, Macros) or SQL, R and Python is a plus, and other coding experience are acceptable. Experience in working with data and data manipulation tools may also be required
- Exceptional planning and organizational skills: They require the ability to handle several complex tasks simultaneously and also coordinate key projects with a variety of stakeholders is essential
- Communication skills: It is essential that credit risk managers possess great written and verbal communication skills to be able to work effectively with others. They must also be able to communicate and present technical information in a clear and concise manner
- Time management skills: They require good time management skills, the ability to effectively prioritize tasks, maintain timelines and manage/plan workloads effectively
- Leadership skill: They require the ability to direct and motivate a team in order to deliver a common goal
- Analytical skills: They must possess the ability to make deductions and meaning from rather complex and abstract situations and make sound decisions from them

- Eye for Details: A credit risk manager must be detail oriented. They must be able to flag down small but urgent information/situation where they are required to step in, and never lose sight of small day to day seemingly unimportant events
- Stress management skill: They must possess the ability to work under pressure and cope with stress in a coordinated and rational manner. It is essential that they can make sound and rational decisions even under stressful/ high pressure situations
- Negotiation and interpersonal skills: It is essential that they can negotiate and influence people towards achieving a predetermined goal.