



Nova karierna priložnost



Become part of **digital development** at OTP Bank, a leading financial institution in Slovenia and part of an international banking group. We are committed to supporting our employees' professional and personal development, offering hybrid work opportunities and a range of other benefits.

We are looking for a new colleague to join us in the position of:

DEPARTMENT DIRECTOR OF PRODUCT AND PROCESS MANAGEMENT MSE – LENDING

This is a high-impact leadership role at the centre of the bank's MSE lending transformation. You will shape competitive lending products, simplify end-to-end customer journeys and bring together product, risk, operations and technology to deliver sustainable growth, stronger customer experiences and greater operational efficiency.

What you will shape and deliver:

- own the design, development and continuous improvement of MSE lending products and processes, aligned with the bank's Corporate Strategy & Transformation frameworks
- create compelling lending propositions that compete with traditional banks, fintechs and alternative providers while remaining within the bank's risk appetite and supporting sustainable market leadership
- design seamless, end-to-end omnichannel customer journeys—from approval and risk management through sales conversion, servicing and renewal—to reduce friction and strengthen customer satisfaction

- use process and customer KPIs to identify opportunities, improve quality and efficiency, and translate insight into measurable performance gains
- set direction and coordinate digital development and technology teams across the value stream, combining creative thinking with analytical discipline

Your leadership impact:

- lead the redesign of MSE lending journeys, matching customers' expectations for speed and simplicity while protecting credit quality, responsible lending and disciplined risk management
- balance customer, commercial, regulatory and capital requirements to create solutions that strengthen both the customer experience and the bank's lending portfolio
- drive the MSE lending transformation agenda, continuously evolving products and decision-making to stay ahead of fintech and alternative lenders
- influence a strategically important product area with direct exposure to senior management, shaping the lending strategy and future direction of the segment
- build and mentor a high-performing cross-functional team, connecting product development, credit risk, digital technology and customer experience while creating opportunities for broader leadership responsibility

What you will need:

- proof of a Level 6/2 qualification, or alternatively a Level 6/1 qualification
- certificates confirming no criminal record and that you are not subject to criminal proceedings

What will help you succeed:

- experience in product or process management, ideally with a strong understanding of the credit lifecycle, credit compliance, risk management and UAT testing
- strong communication and collaboration skills, with the ability to align diverse stakeholders and turn strategy into results
- a proactive, analytical and customer-focused mindset, comfortable leading change in a complex and fast-moving environment

Why join OTP Bank?

- a direct impact on the bank's development and operations
- autonomy and responsibility in implementing change
- participation in key digital transformation projects
- co-creating products for thousands of customers
- a flexible and hybrid working environment
- an attractive compensation package
- opportunities for professional development and career growth within OTP Group across Central and Eastern Europe.

We are looking for a new colleague to join us for an **indefinite term**, subject to successfully completing a **6-month probationary period**.

Work location: Maribor or Ljubljana, with the possibility of hybrid work (combination of office and remote work).

We're here for your career.

Why choose OTP Bank?

Take a look at our short [company presentation](#) and visit our [Linkedin site](#).

What do we offer our employees?

Discover the [benefits of working](#) at OTP Bank and learn more about our [recruitment process](#).

Applications for the position will be accepted exclusively via the [online application form](#) for submitting your application **until and including 18 October 2026**. Please attach your **CV and cover letter in English** to your application.