

Operations Officer

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Company: UPayments

Location: Kuwait

Category: other-general

Role Objective:

The Operation Officer is the one responsible for gathering information, uploading them, breaking information down to customers, helping them apply, and then following up with the compliance team. Also, he analyzes and continuously improves the process.

Key Duties & Responsibilities:

Review the Client application and make sure it meets all CBK requirements before sending it to the compliance team.

Follow up with Client and update Application Status

Observing, reviewing, and analyzing processes to identify inefficiencies and areas where improvements could be made.

Delivering reports to department heads and management teams to provide insight into the overall efficiency of the Process.

Apply and manage K-NET POS devices to clients.

Apply and manage Domains through Godaddy for merchant purchases or renewals

Handle Bank Errors & Refund errors received from the Finance department

Communicate with merchants verification/chargeback requirements on invoices

Apply and managing merchant fees and packages upon contract completions

Desired Profile:

1+ years of experience as an operations officer in the corporate banking sector

Good time management, prioritization, and multitasking abilities

High communication skills

Adequate knowledge of basic process management and identify inefficiencies to improve.

Fluent in Arabic & English written/spoken.

Excellent MS Office/G-suite skills

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