

Manager Merchant Acquiring & Support

 Closing Date: 01st June 2023

Job Description

The main task of the job holder is to Manage Merchant Services, POS Terminal Operations smoothly by ensuring efficient and quality merchant service adhering to AMEX & FriMi by Laws, audit requirements to maximize profits and reduce losses.

Job Profile

- Taking the ownership of the total proprietary terminal management and their sharing process
- Acquiring new profitable SE's & maintain strong relationships; identify, develop, strengthen, and retain the Merchants
- Should take actions to safeguard the bank from potential losses by ensuring the continued compliance with regulatory frameworks
- Processing and follow up on POS insurance claims by coordinating with relevant Merchants, Terminal Vendors, Bank Finance Department, & Insurance in order to have all claims processed on time and able to safeguard the bank from potential losses
- Driving end to end SE acquiring, early engagement & activation activities
- Frequent visit vendors, sharing banks, merchants and other associates in order to maintain the relationship and harmony in the industry
- Ensure the break downs are managed within SLA's along with a MIS on turnaround time & the best possible way which is beneficial to the bank
- Ensure all new merchants are activated within the SLA and expected KPI on merchant activation are met
- Ensure all laid down internal processes, regulatory guidelines and bank processes are adhered to
- Work together with internal and external stakeholders to improve the service to the merchants and bring in new concepts and automation resulting with cost savings to the business
- Ensure staff knowledge is up-to-date and the teamwork & motivation are maintained highly to perform to their maximum potential

Special Skills

- Excellent knowledge on Merchant Acquiring business operation
- Excellent communication skills – Verbal & Written
- Customer Service & Focus
- Analytical and communication skills
- Ability to work under pressure
- Multi-Tasking & Dependability
- Team Work & Leadership

Experience & Qualifications

- Minimum of 7 years' experience in merchant servicing and POS management or cards and other payment related fields preferably with the exposure to similar operation
- Experience in staff supervision and motivation at management level would be a definite advantage
- A part qualification in banking (completion of four subjects at CBF Level) Or professional qualification in Marketing / SLIM or CIM (completion of 1st stage) or 1 year of a 3 year degree program