



JOB DESCRIPTION

Job Title: Agents

Job Level: Entry-Level and Mid-Level

Department: Marketing, Promotion and sales

Position Type: Full-time

Job Location: Hybrid

Reports To: Aggregator and Regional Manager

Supervisory Responsibilities: N/A

Job Summary

As an Agent for Business and Personal Accounts at Paycare Limited, you will serve as the primary point of contact for customers, assisting them with account setup, inquiries, and promoting Paycare's financial products. Your role will involve onboarding new customers, advocating for Paycare's business accounts, and supporting clients in utilizing innovative services like virtual Visa cards, NFC wallets, and POS systems. You will also play a key role in expanding Paycare's reach by engaging with communities, especially in underserved regions, to generate leads and drive customer adoption.

Job Focus

The Agent role is customer-focused, emphasizing personalized assistance during the account setup process, promotion of Paycare's features, and proactive engagement to drive business growth. You will collaborate with the sales and marketing teams to ensure customers benefit fully from Paycare's offerings.

Job Duties and Responsibilities

1. Account Onboarding

- Assist customers in setting up business and personal accounts on the Paycare platform.
- Ensure all onboarding processes comply with internal guidelines and regulatory standards.
- Deliver a smooth and user-friendly onboarding experience.

2. Platform Expertise

- Gain in-depth knowledge of Paycare's services and features, including business accounts, personal accounts, virtual Visa cards, and NFC wallets.
- Educate customers on utilizing key platform features effectively.

3. Customer Assistance

- Respond promptly to customer inquiries about account setup and usage.
- Troubleshoot and resolve customer issues to ensure satisfaction.

- Provide tailored advice on how customers can maximize the benefits of Paycare’s features.

4. Local Lead Generation and Advertising

- Actively engage with communities to identify potential customers, especially in rural or underserved areas.
- Promote Paycare’s services through networking and referrals.

5. Business Account Advocacy

- Encourage SMEs, entrepreneurs, and corporate clients to adopt Paycare’s business accounts.
- Highlight advanced features that streamline payment processes for businesses.

6. Customer Education

- Conduct educational sessions, webinars, and workshops for customers.
- Share resources to enhance customer understanding and usage of Paycare’s platform.

7. Compliance and Documentation

- Verify customer details to ensure compliance with KYC (Know Your Customer) and regulatory standards.
- Maintain detailed records of customer interactions and onboarding processes.

8. Collaboration

- Work closely with the customer success team to resolve escalated issues.
- Coordinate with the sales and marketing teams to convert potential leads into active users.

9. Performance Monitoring

- Track onboarding success, customer engagement, and adoption rates.
- Provide insights and feedback to improve customer experiences and Paycare’s offerings.

Expected Outcomes

- Onboard a minimum of 50 new business accounts and 100 personal accounts monthly.
- Achieve a customer satisfaction score (CSAT) of 90% or higher.
- Generate at least 20 qualified business leads monthly with a conversion rate of 25%.
- Ensure 70% adoption of advanced features, such as virtual Visa cards and NFC wallets, by business clients.
- Conduct two customer training sessions monthly, ensuring a 90% utilization rate for key services.

Required Knowledge

- **Education:**
 - High school diploma, ND, HND, or a Bachelor’s degree in Business Administration, Finance, Marketing, or a related field is preferred.
 - Master’s degree or relevant certifications is a plus.

Behavioral Competencies

- **Customer Service:** Ability to assist customers effectively and resolve issues promptly.
- **Sales and Advocacy:** Confidence in promoting Paycare’s services and features.
- **Communication:** Strong verbal and written communication skills for explaining products clearly.
- **Problem-Solving:** Capable of identifying and resolving customer issues efficiently.
- **Networking:** Skilled at building relationships to generate leads and expand customer reach.

- **Tech-Savvy:** Proficient with fintech platforms and able to guide customers through technical features.
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Benefits Packages (Note No salary for this role)

Monetary Benefits

1. Referral Bonuses Tired Incentives

- Receive rewards for referring other agents, aggregators, or successful clients.
 - **2% Profit Allocation** on the daily profits for the first 10 clients onboarded.
 - **3% Profit Allocation** on the daily profits for 11–50 clients onboarded.
 - **4% Profit Allocation** on the daily profits for more than 51-100 clients onboarded.
 - **5% Profit Allocation** on the daily profits for more than 100 clients onboarded.

Transaction Fee Discount Based on Clients Onboarded:

- **2% Discount** on PayCare transaction fees for the first 10 clients onboarded
- **3% Discount** on PayCare transaction fees for 11–50 clients onboarded.
- **4% Discount** on PayCare transaction fees for 51–100 clients onboarded.
- **5% Discount** on PayCare transaction fees for more than 100 clients onboarded.

Performance Packages

2. Performance Bonus:

- \$100 for achieving 50 active business accounts and 25 active personal accounts in a month.
- \$50 for achieving 25 active business accounts and 13 active personal accounts in a month.

3. Recognition:

- Agents of the Month Award with a \$50 gift card or Cash and public acknowledgment.
 - Agents of the Year Award with a \$500 gift card or cash and public acknowledgment.
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Non-Monetary Benefits

1. Professional Development Opportunities

- Access to training on sales, communication, and fintech product knowledge to enhance your skills.
- Opportunities to enroll in certification courses and professional growth resources.

2. Recognition Programs

- Participate in "Agent of the Month" or "Top Aggregator" awards with public acknowledgment and small prizes (e.g., gift cards, gadgets).

3. Discounts on PayCare Products

- Enjoy exclusive discounts or free trials of PayCare's premium features for personal use or referrals.

4. Support Infrastructure

- Receive marketing materials, branded merchandise, and promotional tools to help succeed in your role. You may receive a few of these according to your contribution (e.g. Kiosk, Umbrella, T-shirt, book, biro, Brochure, and smart tablet, Hardware POS machines, free software POS)

5. Career Growth Pathways

- Clear progression paths for top performers to transition into salaried roles, such as Account Manager or Business Development Manager.

Community and Engagement

1. Exclusive Networking Opportunities

- Invitations to PayCare events or forums where you can connect with potential partners and clients.

2. Access to Tools

- Free or subsidized access to productivity tools, such as a mobile app for managing leads or PayCare-specific CRM platforms.

- **Professional Development:**

- Access to free sales and fintech training courses.
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Apply Now:

To apply, click the Link: <https://paycaretech.world/application-form>

Thank you for your interest in PayCare, and good luck!
