



Job title	Service & Operations Director
Reports to	COO
Location	Bangkok, Thailand

Company Description

We are a global payment solution provider for both online/mobile and in-store businesses. Founded in Bangkok, Thailand, we provide our partners with the latest mobile technologies in the market so that our partners can seamlessly integrate and process payments as well as integrate other value added services such as loyalty programs and rewards.

Compared to other payment companies, we are a full solutions provider for both software and hardware solutions. Some of the solutions we provide in the market are: Payment processing (Credit cards, banks, direct carrier billing), In-store solutions (NFC, BLE, QR/Barcode, mPOS), B2B solutions (Fintech, Risk management, mobile authentication).

We aim to introduce the latest and most effective technologies in the market into South East Asia and beyond. We want to change the payments landscape with the experience and technology we bring into the market

Job Purpose

We're seeking a talented Service & Operational leader for the position of Operations Director to lead our payments business in Thailand and lead our organization to define, improve and drive the way we add value to merchant and acquirers in Thailand and South East Asia.

Our Ops Director will be responsible to assist the sales team operationally with a diverse portfolio of products and services to merchants and acquirers, with focus on integration of strategic clients onto the platform, increasing usability and service to customers, increase of customer loyalty, reducing risk and fraud, promoting and enabling omnichannel solutions, expanding usage of digital and in store payments and driving efficiency. The portfolio will include our products and other solutions that might be appealing to merchants and acquirers including but not limited to payments, fraud prevention, processing, security, loyalty & offers, analytics, co-brands and POS functionalities.

Duties and Responsibilities

- Following the new trend online payment fields to develop products
- Initiating new products in order to create value added for products
- Developing existing products and new products to meet customer's satisfaction
- Coordinating with other to initiate/brainstorming existing and new products with Operations team for daily operation and service procedure
- Communicate effectively with various internal departments and external bank partners
- Support merchant operations and inquiries
- Maintain good relationship with merchants, partners, and banks on operation tasks

Candidate Profile

- Minimum 2 years in operations and services experience in PG services
- Proven track record in service and operations management in payment industry
- Leadership ability to train and lead ops team/members, scale service efforts

- Consultative Operations background with demonstrated skills
- Good understanding of enterprise solutions (related to MNO, MVNO, etc)
- Strong track record in completing projects and contribution to key milestones
- Creative and innovative ability to create business opportunities
- Able to communicate both in English/Thai

Approved by:	(on behalf of CEO)
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