**Operational Consultant**

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| **Role purpose:** To assist on a day to day basis with the Finance operational activities for Payments. |
| * Form part of a multi-skilled resource team who will be able to assist with queries as it relates to the settlement, processing of payment and reconciliation of m-commerce merchants on the platform
* A key ability to pay attention to detail in terms of monitoring and reporting as it pertains to the business
* Develop processes as it pertain to the ambit of responsibility
* Act as SME’s for projects that affects the areas of responsibility
 | **Core competencies, knowledge and experience** * Self-Starter
* Excellent interpersonal skills
* Administrative Skills
* Attention to Detail
* Reporting
* Problem Solving Skills
* Analytical Skills
* Financial skills
* Proactive and driven
* Process development and re-engineering capability
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| * Matric
* 3 to 5 years’ experience within a bank or financial Fintechs business operational area analysing and resolving queries
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| **Key performance indicators:*** Accuracy and meeting the SLA’s as agreed to with all m and e-commerce merchants
* Accuracy and delivering on stringent deadlines as itpertains to reporting and all elements of the position
* Response time and accuracy of resolving operational queries as it relates to the multiple products managed within the business operations area
* Assisting with the settlement and balancing as well as operational support of merchants
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