**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 |
| * Matric * 3 to 5 years’ experience within a bank or financial Fintechs business operational area analysing and resolving queries |
| **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 | |