



<https://fintechnews.africa/job/merchant-operations-support-officer-at-palmpay/>

## Merchant Operations Support Officer

### Description

PalmPay is looking for a mid-level Merchant Operations Support Officer who is passionate about our mission to driving financial inclusion in Africa.

The role holder will be responsible for managing and performing assigned tasks effectively, to work together with others as a cohesive team, communicate and act professionally within the workplace and with clients and also maintain a good knowledge of job deliverables.

### Responsibilities

- Assist with integration of new merchants, by working directly with them or via affiliate platforms/networks.
- Assist with setting up new merchant stores, integrate the product data and affiliate tracking on our internal systems.
- Build trust and relationships with merchant partners by handling inquiries and requests for support in a timely and effective manner.
- Complete menu updates and changes in a timely manner.
- Drive service quality and enhance merchant experience.
- Manage and handle service discrepancies effectively.

### Qualifications

- ND/HND/BSc in any related field.
- Minimum of 3 years' experience as a Marketer or Sales Officer in any financial institution.
- Excellent interpersonal and communication skills.
- Excellent analytical and negotiation skill.
- Sound knowledge of financial services and processes.

### Hiring organization

PalmPay

PalmPay is a fintech innovator that aims to make digital payment more accessible and flexible for consumers and merchants.

PalmPay improves users' digital payment experiences by offering instant financial account creation, money transfers, and bill payments. Since launching in 2019, PalmPay has quickly established itself as one of the continent's leading and fastest-growing payment providers.

PalmPay raised a US\$100 million Series A round of funding in August 2021, with US\$140 million raised in total. The company is now operating in Nigeria, Ghana and Tanzania, and will be scaling its proposition in other African markets in 2022.

### Employment Type

Full-time

### Job Location

Lagos, Nigeria

### Date posted

14 December 2022

APPLY