



<https://fintechnews.my/job/head-of-business-operations-at-nomu-pay/>

Head Of Business Operations

Description

We are seeking highly motivated new joiners to our Company who will help us to grow our business. Why don't you join us today? Our Company is a newly established payment business, intelligently crafted payments opportunity to target high-growth and underserved regions, where conditions for business growth are robust and market share is undefined and remains available. Through the tactical acquisition of key assets such as licenses, we will look to quickly establish itself as a serious player within the B2B payments space in a number of different geographies across EMEA & APAC.

Responsibilities

- Head Global Business Operations on a regional basis
- Setup of the operations team, including its training, mentoring, and day-to-day management
- Will work with other peers on the team to establish Acquiring operations across the world with partnering financial institutions
- Operations scope will cover all activities outside of project implementation and sales, i.e. anything that needs to be done on a daily basis to get the programs going, except for infrastructure and IT tasks that will be handled by respective teams.
- Coordinate and oversee all of the operations on a continuous and proactive basis
- Lead by example and get personally involved in issues resolution, process design and fine-tuning, taking on exceptionally complex customer service tasks if necessary
- Hire, mentor, develop and train operations team members
- Work with other teams within Nomu Pay to streamline efficiency of operations, implement new customers and extend platform offering to other countries, drive product roadmap to increase customer satisfaction
- Lead efforts to re-engineer, design and further fine-tune business processes related to operations and beyond, formalize such processes and oversee their implementation in BPM platform, train involved personnel on compliance with said processes
- Act as a business user of the underlying systems and platforms that power Nomu Pay's business: gather and consolidate business requirements, prepare and approve test plans and scripts for UAT, coordinate and execute UAT, work with respective technical teams to resolve any issues found

Qualifications

- Degree in Finance, Accounting, Banking, or IT/Computer Science with 10-15 years of experience in management of payments operations in a bank, fintech or payment processing company
- Experience in managing merchant acquiring and/or card operations on a multi-country basis is a plus
- Proven ability to manage geographically distributed and culturally diverse teams

Hiring organization

Nomu Pay

Nomu Pay is a newly established company that through its subsidiaries will provide state of the art unified payment solutions to help its clients accelerate growth in large high growth countries in Asia, Turkey and the Middle East region. NOMU Pay is funded by Finch Capital, a leading European and South East Asian Financial Technology investor.

Employment Type

Full-time

Industry

Financial Services

Job Location

Kuala Lumpur, Federal Territory of Kuala Lumpur, Malaysia

Date posted

November 29, 2021

Apply

- Track record of building from scratch and subsequently managing operations teams
- Understanding in finest details the authorization, clearing and settlement flows in a payments environment
- Experience working with Visa, Mastercard and other payment schemes and alternative payments methods such as American Express, UnionPay, Alipay, TenPay – are a plus
- Ability to bridge the gap between business issues and technical problems, manage customer expectations and relationships
- Interpret business needs into requirements that can be fed to technical teams
- Proven ability to design, formalize and implement business processes, track their performance and fine tune as necessary
- Self-starter mentality, and hands-on approach
- Be ready to travel 10-20% of the time
- Fluent written and spoken English is a must. Any other foreign language is a plus