

payfair Operations Officer

Delivering on the promises of SEPA and in line with the European Commission's objectives, **payfair** is looking to offer a truly International Payment Scheme for cards and mobile payments that caters for low cost solution, pricing transparency and independent governance.

payfair is a young and dynamic company operating in the changing landscape of international payments. **payfair** offers an unique opportunity to work with state-of-the-art technologies and to enjoy being part of the flexible high-profile organization.

In order to support the company growth, **payfair** is looking for an Operations Officer to join Implementations and Operations team on a 1 year contract basis with opportunity of prolongation. Most of the work will be delivered in our offices in Belgium (Brussels-Kraainem). Occasional (insignificant) travel to our partners and data centres in Europe, mainly in Belgium and the Netherlands, might become part of the assignment.

Main responsibilities are:

- Performing daily, weekly, monthly tasks to ensure high systems uptime, to meet all operational and management requirements, and to execute assigned operational procedures
- Monitoring continuous processes and taking action when and where required
- Delivering first and second line support for operational issues identified internally, by customers and suppliers
- Ensuring proper reporting and follow up (daily, weekly, etc.)
- Supporting implementations with
 - analysing and assessing merchant and other customer requests
 - following and reporting on merchant applications and related processes
 - implementing and activating merchants and terminals in the payfair back office system
 - implementing and activating new customer hosts on payfair systems
 - improving procedures and systems to make implementation and operations processes more efficient
 - implementing changes to procedures and internal systems to meet business and other requirements
 - maintaining technical and procedural documentation describing all processes and procedures

Core skills are:

- knowledge of (card) payment systems
- minimum 2 years' experience in a role similar to the role outlined above (full or partial match is expected)
- previous experience with merchant acquiring and/or transaction processing is a strong benefit
- service and customer oriented
- pro-active, highly dynamic and with strong personal drive
- trilingual Dutch, French and English, fourth European language is a plus
- problem solver
- stress resistant
- basic IT skills, experience with office and web-based programs
- computer programming skills is a plus, but not required

People applying for this position will be highly motivated individuals who are interested in joining a new ambitious team, and proving that they have commitment and drive necessary to become a part of the long-term success of the company. They will need to be service and customer oriented, with excellent operational skills, attention to detail and ability to work independently. Pro-active and flexible in approach, individuals will delve into payfair systems and processes to deliver high quality service.

Please, submit your CV and cover letter by e-mail to hr@payfair.eu, quoting *Ref: HR-OPS-2011-10-17* in the subject line.