

MERCHANT & AGENT SUPPORT

In this role you will be required to provide exceptional service to our merchants and agents. You will be required to provide solutions to their challenges, bridge knowledge gaps, and proactively recommend ways they can maximize their revenue potential

Key Responsibilities

- Handle merchant and agent enquiries, requests and complaints
- Analyze merchants'/ agents' payments-related issues, assist with disputes and provide sustainable solutions
- Resolve enquires or brief appropriate department to complete the enquiry
- Collaborate with other internal teams such as technical support, fraud and risk, business development, settlement, and product for cascading and or escalations of merchants' payment-related concerns.
- Troubleshoot and resolve minor technical equipment related issues and concerns
- Document and update merchant/agent records based on interactions in our CRM database
- Develop and maintain a knowledge base of the evolving merchant related issues, equipment and services
- Communicate with internal departments to provide an efficient workflow to handle both merchant and technical related issues.

Qualifications and Skills Required

- Bachelor's Degree (preferably in Information Technology or Business Administration)
- Previous experience in customer service, technical service, other related fields
- Experience in Merchant Services and technical aptitude is a plus
- Excellent written and verbal communication skills