

## Work for DPO Group - Africa's biggest payment service provider.

At DPO South Africa, we focus on our two fintech payment solutions PayGate and SiD. PayGate is our top tier payment gateway, trusted by SA's largest (and smallest) e-commerce businesses, hospitality providers, and merchants of all sizes and industries. PayGate enables companies of all sizes and industries to accept card, mobile, and all major payment methods from their website, making it easier for them to get paid online. DPO South Africa also comprises of SiD Secure EFT, SA's most trusted instant EFT payment method on the market.

## About the Vacancy

Based in Cape Town, the Integrations Specialist is required to assist merchants with Shopping Cart Plugin and Custom Integration queries. This role is responsible for reporting any bugs or development work required on Shopping Carts to the manager and AppInlet. The Integrations Specialist will also offer internal support to Customer Service, Sales, and Onboarding departments.

## Educational Requirements

- Matric is essential
- A good understanding and knowledge of the e-commerce/payment industry

## Work Experience to Back Your Qualifications

- Minimum 2 Years
- Experience in a customer service and technical environment.
- Able to troubleshoot effectively
- Have experience in an analytical environment

## What it Takes to Succeed on our Team

### Attitude

- Committed to service delivery and customer satisfaction
- Work with a sense of urgency and commitment to reach deadlines
- Possess a strong work ethic and team player mentality
- Ability to work independently and within a team
- Able to work under stress

## Skills

- Excellent written and verbal communication skills in English
- Ability to communicate issues and solutions to both technical and non-technical audience (verbal and written)
- Proactive and accountable
- Ability to multi-task while being attentive to the customer
- Strong decision making and analytical abilities
- Attention to detail and being calm under pressure
- Strong time-management skills

## What it's Like Working for Us

The environment is busy, fast-paced and dynamic, requiring a commitment to service and the ability to perform under stress. A balanced scorecard is used to measure the KPI's connected to the role and department.

## Your Main Areas of Focus

### Responsible for Integration tickets on Zoho

- Respond to all queries in a timely manner
- Respond with quality information
- Ensure that merchants are being updated on open queries
- Submit at least one Zoho Knowledge Base article per month
- Assist internal teams with escalated queries

### Report plugin issues

- Report plugin issues such as bug fixes to manager and ApplInlet
- Have a technical understanding of all integration methods we support

### Self-development

- Be the Subject Matter Expert by establishing and constantly updating knowledge of all products and processes
- Supplement personal learning with informal means outside of work, such as industry bodies, online forums and relevant reading
- Support and demonstrate Corporate Goals and Brand Values
- Participate in rostered training and contribute to staff, team and development meetings
- Take action on performance development plans

## Responsibilities on demand

- Due to the fluid and dynamic environment within DPO, new, additional or changed position responsibilities will occur
- Successful demonstration of change orientation is an on-going responsibility in all positions
- Adhoc requests that might be required

## Small Things, Make a Big Difference

You'll be responsible for upholding good punctuality and attendance, your own health and safety while at the same time, avoid adversely affecting the health and safety of others at work.

It's all about teamwork; therefore, it's important you fit in with our results-driven culture by living our brand values and ensuring we provide the best possible service to all our Merchants.

## How to Apply

- Update your CV
- Write a cover letter about why this role is for you
- Please email us on [talentsa@dpogroup.com](mailto:talentsa@dpogroup.com)

*\*If you were referred to us by one of our existing staff members, please indicate who referred you.*

We utilize the major social channels, go like and follow us!

