

## INTERNAL SPECIAL OPERATIONS

We have an exciting opportunity available in our Cape Town office. Internal special operations are at the center of the organization and responsible for consistent high-level investigation defined by the issue or query at hand. Using various dashboards, data logs and graphs to gain insight through trends and irregular behavior. Accurate analyses are given to both internal and external parties in order to rectify and improve the situation. Constant fast thinking and communication is required to keep all relevant parties up to date. ISO assists Customer Service with high level Merchant queries as well as reporting for management, finance, risk, marketing, sales, dev and IT teams.

## REQUIREMENTS

### Academic

- Matric is essential
- Tertiary qualification is advantageous

### Work Experience

- A good understanding and knowledge of the e-commerce / payments industry
- Hands on trouble shooting and problem-solving experience
- Minimum 3 years' experience in IT service environment, monitoring and tracking systems
- Background in payments / banking / software / technical systems

## CORE COMPETENCIES

- A sense of urgency and maintain stress awareness / management
- Possess a strong work ethic, with a systematic organized approach to work
- Ability to work independently and within a team
- Take initiative and able to think out of the box
- Capacity to be consistent; develop and maintain an environment of trust, diversity and inclusion
- Have a great amount of patience
- Able to brainstorm and find solutions within a team
- Can readily accept feedback

## RESPONSIBILITIES INCLUDE

### Internal Special Operations

- Responsible for attending to high level escalation of tickets.
- Customized reporting required by the business needs
- Perform daily tasks (reporting, processing, checking, settlements and refund etc.
- Continuous monitoring of system stability and uptime
- Continuous monitoring of acceptance rates
- Afterhours support when scheduled

### Client Relationship Management

- Troubleshoot and provide incident reports for VIP customers
- Communication between various business departments, BankServ, banks and schemes
- Escalation of incidents between departments when necessary

### Continuous Improvement

- Building and fine-tuning dashboards
- Improving monitoring tools
- New processes to improve our systems and services

### Internal Relationships

- Collaborate and communicate with other departments to resolve problems, facilitate solutions and enhance service delivery
- Attend morning brief and provide daily feedback and updates

### Reporting

- Month end, weekly and daily reporting as well as ad hoc when required

### Punctuality & Attendance

- Responsible to uphold good punctuality and attendance

## Occupational Health and Safety

- Responsible for taking reasonable care to ensure own safety and health at work, and to avoid adversely affecting the safety or health of any other person at work

## Cultural Fit

- Live the brand by living our core values
- Ensure that we deliver our best to internal and external clients

## Self-Development

- Maintain professional and technical knowledge by tracking emerging trends in customer service operations
- Accomplish departmental goals by accepting ownership for accomplishing new and different requests; exploring opportunities to add value to the department
- Support and demonstrate corporate goals and brand values
- Participate in rostered training
- Contribute to staff, team and development meetings
- Take action on performance development plans
- Supplement personal learning with informal means outside of work, such as industry bodies, online forums and relevant reading

## 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

## REQUIRED SKILLS

- Able to read and write SQL (and similar) scripts
- Good written and verbal communication skills in English
- Logical thinker
- Proficiency in communicating issues and solutions to both technical and non-technical audience (verbal and written)
- Interpersonal skills, for dealing with people in all departments
- Proactive and accountable

# WE'RE HIRING!

- Leadership skills
- Effective time management, prioritizing and delegation skills
- Decision making and analytical abilities
- Ability to see the big picture as well as the finer details
- Aptitude to learn new applications

Email your cover letter and comprehensive CV to [talentsa@dpogroup.com](mailto:talentsa@dpogroup.com)

NOTE: Please indicate in your email whether you were referred to us, and if so, please say whom referred you.

**Applications close 29 February 2020.**