



Operation Manager (Product and Services)

Company background

[MineSec](#) is an innovation enabler that accelerates access to digital payment technology for all SMB merchants. We help customers jumpstart their SoftPOS payment innovation and grow their business by converting smartphones to contactless payment acceptance devices.

With our white-label SoftPOS solution, MineSec **enables Digital Payment Inclusion** for SMB merchants looking for more support to accept electronic payments as cash use fades. MineSec SoftPOS solution converts any smartphone to a payment Point Of Sale and complies with stringent international security standards. With our team based in Singapore, Hong Kong, and Shenzhen, we support our customers all across Asia, the Middle East, and Europe.

As MineSec continues to grow, we're in search of an experienced Operation Project Manager (Product and Services) to join our team. As an ideal candidate, you have a customer-first mindset with a strong communication skill set. Your technical background will provide credibility to our customers regarding the quality of MineSec services and solutions. You're highly skilled with knowledge of payment technologies and good at concisely explaining them. You are confident and always ready to solve problems.

Attention to details, fast responses to queries, and strong organisation skills to close tasks on time are crucial traits required for this position.

Additionally, it is important you have a business mindset. As a start-up, our customers value MineSec because we not only bring our expertise but also our experience in the payment ecosystem and we guide them to innovate in their solutions and deploy them in the most efficient way to bring the best value for them.

Objectives

The Operation Manager (Product and Services) is responsible for the management of our company's ongoing projects and product development. You will be working closely with Sales, Product and R&D departments to ensure that all project requirements, deadlines, and schedules are on track, and all products delivered as per customers' expectations. Responsibilities include sales operation and support, product development timeline and schedule monitoring, submitting project deliverables, preparing status reports, and establishing effective project communication plans as well as the proper execution of said plans.

To be a successful candidate, you will need to have proven experience in project management, customer services or customer success management, and the ability to lead project teams of various sizes.

Responsibilities

- Collaborate with all relevant stakeholders and manage resources to ensure the success of the integration, deployment, and maintenance of the product.
- Overall management of SoftPOS solution deployments and rollouts.
- Coordinating with cross-discipline team members to make sure that all parties are on track with project requirements, deadlines, and schedules.
- Define and implement Merchant onboarding process and procedure.
- Define the customer deployment, rollout process and packages for all customers.
- Define and create policies, user manuals, training materials, procedures and processes documentations.
- First line support for MineSec product delivery. Be the first one to acknowledge queries and organise resolution as per SLA.
- First line support post-deployment to ensure smooth rollout.
- Organise tickets and tasks with the technical support team to resolve customer's issues on time.
- Set customer satisfaction metrics and define KPI.
- Create and deliver training to customers.
- Work with Sales team to define sales operations procedure and define KPI.
- Meeting with project team members to identify and resolve issues.
- Submitting project deliverables and ensuring that they adhere to the highest quality standards.
- Learn about company products.

Skills, Qualifications and Experience

- Proficiency in English is mandatory.
- Bachelor's degree in Computer Science, Engineering or related disciplines.
- Previous experience in Operations, Customer Service or Customer Success management.
- Payment Systems Project Management and Implementation experience.
- Strong understanding of payment system including, but not limited to, contactless card payment, QR Code payment and alternative payments, etc.
- Strong writing, presentation and public speaking skills.
- Trainer skillset.