



Operation Project Manager

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 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.

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 and deploy their solutions in the most efficient way to bring the best value for them.

Objectives

The Operation Project Manager is responsible for the management of our company's ongoing projects (internal or external). You will be working closely with your team members to ensure that all project requirements, deadlines, and schedules are on track. Responsibilities include submitting project deliverables, preparing status reports, and establishing effective project communication plans as well as the proper execution of said plans. You may be involved in a wide range of activities, such as improving processes and procedures.

To be a successful candidate, you will need to have proven experience in project management and the ability to lead project teams of various sizes. A Project Management Professional (PMP) certification is a huge advantage.

Responsibilities

- Coordinating with cross-discipline team members to make sure that all parties are on track with project requirements, deadlines, and schedules.
- Meeting with project team members to identify and resolve issues.
- Submitting project deliverables and ensuring that they adhere to the highest quality standards.
- Preparing status reports including gathering, analyzing, and summarizing relevant information.
- Establishing effective project communication plans and ensuring their execution.
- Facilitating change requests to ensure that all parties are informed of the impacts on schedule and budget.
- Coordinating the development of user manuals, training materials, and other documents as needed to enable successful implementation and turnover of the process or system to the clients.
- Identifying and developing new opportunities with clients.
- Obtaining customer acceptance of project deliverables.
- Managing customer satisfaction within the project transition period.
- Conducting post-project evaluation and identifying successful and unsuccessful project elements.
- Learn about company products.

Skills, Qualifications and Experience

- Proficiency in English is mandatory.
- Bachelor's degree in Computer Science, Engineering or related disciplines.
- Experience in delivering client projects.
- 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.
- Previous experience in working in payment card acquiring companies
- Strong writing, presentation and public speaking skills.
- Trainer skillset.