

Transfer Service Product Operations Specialist

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Company: PALMPAY LIMITED

Location: Ikeja

Category: healthcare-practitioners-and-technical

PalmPay is a pan-African fintech company currently operating in Ghana, Nigeria, Kenya, Tanzania, Uganda and expanding to other markets. We're reinventing the payments experience by making it easy and reliable for everyone to transfer money, pay bills and shop online. As a Transfer Service Operations Specialist, you will play a crucial role in ensuring the smooth and efficient operation of our transfer services. You will be responsible for overseeing the end-to-end process of fund transfers, handling inquiries, and resolving issues to guarantee a positive customer experience. Your attention to detail, problem-solving skills, and dedication to excellence will contribute to the success of our platform.

Responsibilities: Drive the growth of PalmPay's user base and transaction volume in the transfer services sector. Innovate and uncover new, practical applications of transfer products in everyday scenarios. Engage in active user feedback collection, perform detailed analysis of user behavior, and develop accurate user personas. Stay abreast of market innovations, track the latest product trends, and analyze competitor strategies to inform our approach. **User Persona Analysis:** Undertake thorough research to understand user behavior, resulting in well-defined and actionable user personas. **Business Growth:** Proactively identify and develop new use cases for transfer products, focusing on cost-efficiency and practical implementation prospects. **Market Research:** Execute comprehensive market research to pinpoint trends, competitor movements, and potential growth opportunities. Maintain up-to-date knowledge on industry shifts and regulatory changes to ensure PalmPay's offerings remain competitive and compliant. **Customer Voice and Feedback:** Regularly engage with product feedback, collating and analyzing input from

targeted user groups to inform product development and enhancement. Translate customer feedback into actionable product requirements and use cases. Collaboration with International Teams: Collaborate effectively with international product development and customer support teams, ensuring alignment in business strategies and customer satisfaction. Job Requirements: A minimum of 3-5 years' experience in fintech and transfer product operations, demonstrating a track record of success. A deep understanding of the fintech sector, including knowledge of financial products, market trends, competitors, and the regulatory environment. A Bachelor's degree (or higher) in Business, Finance, Marketing, or a related discipline, with preference given to candidates with international education or experience. Exceptional communication skills, both written and verbal, with an ability to convey complex ideas in a clear, persuasive manner. A proactive, innovative thinker with a problem-solving mindset, capable of adapting to a dynamic business landscape. Powered by JazzHR

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