



We're hiring an Financial Operations Specialist!

SnapScan is currently looking for awesome people to join our team. For more information on the company, have a look at <https://www.offerzen.com/companies/snapscan>

The position outlined below will be responsible for financial operations and account management for SnapScan. The person will need to coordinate with the Chief Financial Officer, development teams, Operations Lead, and Chief Operating Officer and contribute to the larger operations and support teams. The core responsibilities are detailed here, but bear in mind that this is a very fluid and dynamic environment with a constantly changing set of challenges and opportunities.

What you will do

You will be responsible for:

- Reconciliation of SnapScan settlement, float, and fee receipt accounts
- Contribute to the design of payment and reconciliation architecture as the system develops
- Ad Hoc merchant reconciliation for special merchant setups
- Financial Operational query escalation via our partners and suppliers.
- Monthly and ad hoc merchant fee invoice generation and collection (both SnapScan and bank invoice processing)
- Recovery of merchant fees (collection of transaction fees) - including tracking and reprocessing of bounced/failed collections
- Reconciliation of payments in coordination with PSP and bank markoff files
- Processing of daily settlement instructions
- Real-time fraud and limit hit notifications - this entails responding to fraud and operations alerts throughout the business day
- Daily fraud checks / payments monitoring (fraud prevention / detection)
- Assisting with investigations of card errors on the SnapScan App and improvement of card load and payment success rates - escalating to our payment service provider, Standard Bank, or third parties as required
- Liaise with the Operations Lead for any automation requirements
- Provide Finance with required balances and transaction details for accounting purposes
- Customer support on email, phone and social media channels after hours (evening and weekends, in rotation schedule with other ops and support team members)

Who you are

This role requires a unique set of skills and attributes. All people are different, but we believe that if the following described you, you will be well suited for this position:

- You think critically and enjoy solving complex problems
- You're good with numbers

- You are a self-motivated person who doesn't need to be directly managed
- You are trustworthy and comfortable with managing large sums of funds
- You are comfortable balancing occasionally conflicting interests on behalf of the business or product (managing risk without limiting growth, for instance)
- You are an effective communicator and are able to ask for help when you need it
- You are well organised with attention to detail and have a high level of care in all work tasks
- You have good verbal and written communication skills and telephone manner
- Relevant tertiary qualification preferred
- Experience in an operations, finance or similar role preferred