

United Arab Emirates Jobs Expertini®

Operations Officer Jobs In Dubai 2022 | Planet

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Company: Planet

Location: , Dubai, United Arab Emirates

Category: other-general

Operations Officer Jobs In Dubai 2022 | Planet

Description:

Do you love putting smiles on faces? Do you want to work in an environment that is obsessed with making customers and employees happy? Do you want to be part of a global mission to revolutionise commerce and payments? Do you want to be working in a progressive organisation with the ambition to be the global player in what we do? If you do, then this role could be for you....

Job Responsibilities:

Handling all customer emails, calls within set SLAs. In case additional help is required from other teams/functions, passing information promptly to the other teams/functions, following on answer, and providing feedback to the client.

Manage and coordinate client and internal partner communication and status updates.

Utilize creative problem solving and solid decision-making abilities handling inquiries/ issues.

Supporting partner banks on transaction processing

Own and drive identification, transparency, escalation, and resolution of risks and issues to closure, including technical incident communication and management with internal teams

Informing clients via notifications on compliance, system maintenance, upcoming company news, etc.

Providing clients and internal teams with operational reporting, using Qlik report tool, MAS Web and Planet Switch Host

Maintaining clients contacts up to date in Planet CRM system

Supporting clients on MAS reporting and providing overview training on Planet reports

Monitoring batching for the suspended host, following up with internal tech teams on closing batching or with other ops functions if any of the transactions require reprocessing using Planet MAS system

Complete other duties as assigned.

#J-18808-Ljbffr

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