

Senior Manager - Digital Payment Solution (Ecommerce)

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Company: ManpowerGroup Middle East

Location: Dubai

Category: other-general

The Role

Job Scope This experienced Product Manager will be accountable for the delivery and success of CNP tokenization usage growth and the launch of Click to Pay across the GCC region. The successful candidate will work closely across the ecosystem, including issuing and acquiring banks, payment gateways and merchant partners to successfully commercialize CNP tokenization and Click to Pay. This includes having a deep technical product understanding, supporting product sales, and project managing implementations alongside cross-functional teams. The candidate will also showcase and evangelize Client's eCommerce and digital products vision with key external stakeholders to build awareness and demand. In addition, the role will be accountable for managing the pipeline, planning, tracking progress of initiatives, opportunities, and projects, consolidating reporting, and helping in data analysis and business cases. The role requires good knowledge and technical acumen in payments, eCommerce and fintech trends, the ability to dissect very complex information into consumable pieces, as well as the ability to partner and influence key senior business leaders while ensuring cross-functional alignment and execution. Responsibilities

- Drive Click to Pay enablement and launches on both issuing and acceptance in priority markets: UAE and Qatar to accelerate CNP Tokens usage and VAS revenues.
- Provide guidance to clients to enable and launch Click to Pay issuers, gateways, and merchants due to their lack of expertise and timeline constraints.
- Provide consulting and training to support client strategy and technical implementation of Click to Pay.
- Lead technical product discussions including requirements, customer experience, security with a high level of independence.

Sharing best practices with clients to ensure successful and fast Click to Pay launches. • Identify and develop business opportunities for Client Digital solutions to defend Client's market leadership and grow volume / activity on digital channels. • Manage technical programs to develop, track milestones and critical timelines, while coordinating cross-functional teams, coordinating communications, and managing issues / risks ensuring successful delivery. • Manage sales and marketing plan to ensure consistent sales of the solutions. • Coordinating with internal X-functional teams to get successful sales and finalize projects on time. • Manage communication of program status across teams and external stakeholders; escalate issues as necessary. • Remove roadblocks and keep processes progressing and running smoothly. • Manage Performance tracking and data analysis and be able to put findings into actions. • Represent the voice of the customer to internal stakeholders; • Strong client-facing communication skills and technical aptitude. • Thrives in a fast-paced and changing environment and effectively adapts to change. Key Knowledge Domains: • eCommerce / mCommerce • Tokenization • Card payment processing • Enterprise project management methodology • Alternate payment systems and Click to Pay experience a strong plus.

Requirements

Skills & Experience: • 8+ years payment industry experience; bachelor's degree or equivalent; MBA preferred. • Strong knowledge of payments, eCommerce and mCommerce systems, ideally in multiple areas of Client's digital products including Client Token Services and 3DS; Click to Pay experience is a strong plus. • Digitally curious, follows industry trends and can utilize this exposure to provide compelling supporting information to Client's Digital Product and Solutions, customer experience and digital recommendations. • Solid interpersonal skills, strong team collaborator with the ability to effectively work cross-organizationally. • Excellent communication, storytelling and presentation skills • Strong project management skills with strong attention to details and commitment to quality • Expertise in MS Excel and MS PowerPoint required to develop outstanding client presentations. • Fluency in English mandatory. Additional language skills (Arabic or French) are preferred. • Role based in Dubai, UAE for 12 months (contractor) • Ability to travel as required.

About the company

We lead in the creation and delivery of innovative workforce solutions and services that

enable our clients to win in the changing world of work. ManpowerGroup powers the success of many of the world's most dynamic organizations. We deliver innovative workforce solutions that enhance competitiveness, increase efficiency and spur productivity. Combining global reach with local expertise - 3600 offices in over 80 countries - we know the changing world of work and bring a deep understanding of the companies we work for and the industries we service. ManpowerGroup entered the Middle East in December 2007 after acquiring local company Clarendon Parker, thus bringing 15 years in-depth local knowledge combined with a global footprint and industry shaping expertise and thought leadership. Manpower Middle East supports clients in the Middle East and North Africa regions. Our business is aligned to key skill specializations to ensure our clients requirements are met by expert and knowledgeable consultants that understand your industry and role requirement. Our consultants are experts in finding the right talent across all industries in a broad-range of occupations including: * IT & Telecommunications * Engineering & Construction, Oil & Gas * Banking, Finance & Legal * Sales & Business Development * Marketing, Public Relations & Communications * Human Resources & Training * Customer & Support Services (Secretarial and Administrative) * Operational, Supply Chain & Logistics * Executive Recruitment * Emiratization Solutions * Recruitment Program Outsourcing Solutions * Managed Service Provider Solutions * Talent Based Outsourcing Solutions * Outsourced Staffing Solutions

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