

Payment QC Manager

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Company: Aspire

Location: Indonesia

Category: other-general

About the team: At Aspire, we are committed to empowering our customers throughout their journey with us. Our Operations Team ensures customers can operate seamlessly on our platform, and guarantee the best customer experience possible.

About the role:

As a Payments Quality Assurance (QA) Manager, you will play a key role in safeguarding the existing processes, recommending and implementing new processes where gaps are observed across Aspire's Payment & Ledger Operations, and Reconciliation Operations. We seek a motivated and proactive individual to join our team and de-risk our payment product offerings and processes so we can drive our rapid growth and expansion in geographies and product features. As a Payment QA Manager, you will learn & understand the ledger structures between Aspire and our Payment partners, the different payment types we facilitate, and have a keen oversight on daily reconciliation between our Aspire ledgers and Partner ledgers across all types of transactions. You will also be responsible for identifying any new patterns and trends in reconciliation logic, to retrospectively and proactively improve our reconciliation accuracy and speed. On top of this, you will be responsible for supporting our payment capabilities to ensure our clients are able to receive, and send funds in a timely manner.

Daily Reconciliation - to ensure our books/ledgers are in order, and dive deep to analyse any discrepancies, possible root causes, and identify gaps which cause discrepancies

Daily Payment Ledger Operations - to ensure that our automated and manual payment

processes make logical sense, and no ledger movements are unaccounted for
Daily Credit Operations -to ensure that our automated and manual repayment, limit adjustment, late fee and freezing, and waiver processes make logical sense, and no ledger movements are unaccounted for

Ad-Hoc Projects - to work on ad-hoc projects to improve the operational efficiencies of reduced time (SLAs), reduced errors, reduced risk, and better client experiences.

Minimum qualifications:

Bachelor's degree with strong academic records

Excellent command of English both verbal and written - English is main language used in the company and with clients/partners

Able to work on your own across cross functional teams - You will need to work closely across multiple teams such as Product, Tech, Finance, Treasury, Ops, to understand payment flow logic, errors in payment flows, and propose fixes for them.

Comfortable with spreadsheets/formulas in gsheets/excel

Comfortable with data analysis in spreadsheets

Able to work independently in a fast-paced, demanding environment

Able to focus on multiple tasks, and remain attentive to detail

Able to work in a dynamic team with a flat hierarchy, open feedback culture, and fast changing team structure and responsibilities

Self motivated person who seeks to understand processes and topics in depth, have ownership of tasks, and is proactive to lead the charge on solving problems with the team

Willing to learn and grow with the company - we're growing fast!

Preferred qualifications:

Accounting & Finance major/background

Has experience managing a small/large team before, with individuals who may be older/younger than yourself due to flat structure.

Understand Basic SQL - You will not be required to write SQL, but you will work with business intelligence analysts where you may need to specify the requirements of the tables, charts, and visualisations you want, to support you in your work to understand payment

flows, and why errors occurred

Understand what is an API - You will not be required to write or post endpoint API's, but you may need to speak to technical teams who interact directly with the API call mechanism, to understand about the payment data in each transaction

Understand payment flows and payment rails in countries like Singapore, Indonesia, Europe, America, Hong Kong, Malaysia, SEA.

Join us in our mission to deliver the best possible experience to our customers!

#J-18808-Ljbffr

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