Pay

MERCHANT SUPPORT OFFICER

Department: POS Operation

Qualification: OND/HND/B.Sc

Basic Salary: ₦120,000

Performance Bonus: ₦120k + HMO Benefits + Pension Scheme

NEW: Transport Allowance: ₦52,000 (VAT Inclusive)

Job Summary

Become the vital link between us and our merchants! As a Merchant Support Officer, you'll ensure seamless payment operations, resolve issues instantly, and drive merchant success through expert support and strategic visits.

Key Responsibilities

- Serve as the primary point of contact for merchant-related inquiries and complaints.
- Provide prompt resolution of POS, payment, and transaction-related issues.
- Support merchant onboarding, activation, and continuous engagement.
- Educate merchants on proper POS usage, transaction processes, and compliance requirements.
- Maintain accurate merchant records and support logs, Merchant Swap (POS Swap/Replacermation)),
- Identify faulty, inactive, or underperforming POS terminals requiring swap or replacement.
  Update systems and records after each swap activity.
- Perform POS swaps in line with approved procedures and documentation.
- Ensure proper configuration, testing, and activation of replacement POS terminals.
- Retrieve old or faulty devices and ensure proper inventory accountability.
- Conduct scheduled and ad-hoc merchant visitations based on defined qualification criteria, Verify m...
- Assess POS usage, transaction volume, and compliance during visits.
- Identify opportunities to improve POS adoption and transaction performance.
- Submit visitation reports with findings, challenges, and recommendations.

APPLY NOW

Fill the Link Below to Apply

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