

<https://fintechnews.sg/job/operating-officer-at-finfan/>

## Operating Officer

### Description

#### Recruitment needs

- Position: Operations staff
- Number: 3 Employees
- Workplace: Ho Chi Minh

#### Responsibilities

- Customer/partner care via phone/email, answering customer questions about the company's products. Contact/ Confirm/ Guide customers according to the available list to support using the service.
- Check AML/KYC, Process transactions on the system according to the process of money transfer, payment, etc. and check with relevant departments and partners.
- Prepare reports, check daily transactions and prepare weekly/monthly/quarterly/yearly work reports as required by department managers.
- Proposing to standardize and store customer information from time to time to serve work, statistics and document storage to ensure compliance with legal regulations.
- Correctly implement internal rules, memoranda, money transfer – payment service rules and other instructions from Team Leaders, Department Heads and Managers.
- Promptly notify the Team Leader / Department Head of any unusual issues related to the day's trading activities.
- Participate in implementing the group's operational plan according to the Company/department's orientation and other related tasks as requested by the Board of Directors.
- Propose solutions and recommendations to improve work.

#### Qualifications

- Graduated from Intermediate/College with a major related to economics, finance/banking or related
- At least 06 months in a similar position; Priority is given to candidates who have worked in the fields of banking, money transfer, payment and financial technology.
- Honest, reputable, responsible, careful, proactive, creative, progressive in work, regularly updating new knowledge and able to work independently as well as in a team.
- Draft emails and communicate well in English.
- Having knowledge of financial markets, banking products and services, knowledge of Fintech or start-ups, being able to work overtime or shift work is an advantage.

#### Job Benefits

### Hiring organization

FinFan

"FinFan is a B2B model as a One – Stop – Shop with fully loaded platform as the art of borderless money movement as sending, receiving, spending, lending, exchanging, ... It's integrated multi channels, multi corridors that crosses including mobile, web and branches, POS, ATM, Kiosk, ... and Cards that making it easier to build a strong partner ecosystem of banks, billers, aggregators, agents, merchants, payment networks, etc... and can be brought on board in weeks instead of years for partners expanding quickly to unreached markets."

### Employment Type

Full-time

### Industry

Financial Services

### Job Location

District 1, Ho Chi Minh City, Vietnam

### Date posted

November 23, 2023

apply

- Salary: negotiable based on experience and professional capacity.
- Successful candidates will work in a professional, dynamic environment with many advancement opportunities and many opportunities to work with large domestic and foreign corporations.
- Enjoy full benefits as prescribed by law (participate in social insurance, health insurance, unemployment insurance...).
- Specialized training in financial technology in the field of international transfers, payments, etc.