



Head of Operations & Payment (m/f/d)

Find new ways of working and be a part of an innovative issuer's operations team

What awaits you

- You will manage and develop a strong and efficient team of Operations & Payment in period of growth
- You will establish core KPI's to ensure efficient daily monitoring of process quality and service levels
- You will manage our external providers for card processing & card scheme (Visa), card production & personalisation as well as logistics & shipment
- You will ensure scaling & sizing of internal and external capacities/providers in accordance with our growth strategy
- You will establish payment operations as a central pillar in our customer experience- ensuring ease of use for all stakeholders
- You improve operations & payment processes with a lean approach and advocate operations in company projects

What we offer you

- Exciting working environment in an international group with a long- term oriented corporate strategy
- Possibilities to go beyond classic payment in a B2B2C business model focusing on personalised employee experience at work and beyond
- Flexible working hours in a hybrid setup, further trainings and of course our own fringe benefits

What we expect

- You have minimum 3-5 years of experience in financial transaction operations (Payment Service Provider/ Processor/ Bank; FinTech or Larger Retailer as eCom brick&mortar) and 1-2 years of experience in people management
- You have BSc degree in Business Administration, Industrial Engineering or equivalent education
- Very good understanding of financial transactions in Payment and (e)Commerce
- Ability to manage and develop teams through metrics and KPI's
- You have some expertise in Supplier Management and the ability to manage operational SLAs and settle appropriate actions plan
- You have knowledge in process & knowledge management
- People related: building strong-identity teams that apply their diverse skills and perspectives to achieve common goals
- You're resilient, resourceful and able to find New Ways of Working
- Fluent oral and written in German and English

How it is with us

- An excellent working atmosphere and agile work organization
- A dynamic team that enjoys testing new approaches that are identified in regular retrospectives
- Challenging, diverse as well as international tasks with the freedom to contribute your own ideas and experience

Join us and Be the Change

Please send your application to:
recruiting.brs@sodexo.com



It all starts with the everyday