



Head of Operations

Job Information

Hiring Company[KPay Japan KK](#)**Job ID**

1517549

Industry

Other (Banking and Financial Services)

Job Type

Permanent Full-time

Location

Tokyo - 23 Wards, Chuo-ku

Salary

Negotiable, based on experience ~ 8 million yen

Work Hours

9:30am - 6:30pm

Refreshed

April 2nd, 2025 01:00

General Requirements

Minimum Experience Level

Over 3 years

Career Level

Mid Career

Minimum English Level

Business Level

Minimum Japanese Level

Native

Minimum Education Level

Bachelor's Degree

Visa Status

Permission to work in Japan required

Job Description

About KPay :

KPay Group (KPay) is a leading fintech company dedicated to empowering businesses of all sizes with simple, smart, seamless and secure technology solutions. Serving over 45,000 merchants across Hong Kong, Singapore, and Japan, KPay is unleashing merchants' growth potential by building a one-stop platform for financial management, business operations and digital transformation. KPay secures a record USD55 million in 2024, marking the largest series A fundraising globally in the payments sector of the year.

Key Responsibilities:

1. Responding to inquiries from credit card issuers, merchants, etc.
2. Conducting new merchant surveys and periodic surveys, etc.
3. Maintains and manages documents related to merchants, and collaborates with the sales team on merchant surveys and other related tasks
4. Responding to complaints from credit card users regarding merchants

5. Negotiate with acquirers and other company contacts who work with the Company
6. Management and development of team members
7. Develop and implement departmental KPIs to achieve company goals
8. Other incidental duties

Employment type :

Full-time employee

Probation period: 3 months (no change in wages or conditions)

Working Hours:9:30am - 6:30pm

※ Excluding Saturdays, Sundays and public holidays

Salary details :

Wages will be determined based on experience and ability.

*Salary includes fixed overtime pay

Benefits and Welfare

- Health insurance, employee pension insurance, employment insurance, workers'compensation insurance
- Paid vacation days, along with sick leave, summer vacation, New Year vacation, and special leave
- Commuting allowance

Required Skills

Skills & Experience:

1. At least 1-2 years of operational experience with acquirers, credit card companies and other financial institutions
2. Strong management skills and ability to effectively manage teams and projects
3. Possess strong leadership and interpersonal skills
4. Stress tolerance and ability to perform consistently
5. Ability to effectively manage multiple tasks simultaneously
6. Team-oriented and able to work collaboratively to achieve goals
7. Native Japanese level required

Company Description