



## 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**

February 26th, 2025 12:00

### 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 fundraise 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

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**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

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**Company Description**