

Operations Manager - Wpay Hub

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Company: Woolworths

Location: Australia

Category: other-general

Operations Manager - Wpay Hub (934721)

Role up your sleeves and play a key part in an agile, customer-centric team based in Sydney

Support Wpay in championing the customer, the team and initiatives for the future

Join Wpay - the largest non-bank acquirer and payment processor in Australia

We are Woolworths Group

We are Woolworths Group. 200,000+ bright minds, passionate hearts and unique perspectives connected by a shared Purpose – ‘to create better experiences together for a better tomorrow.’ It’s that Purpose that fuels our ambition to explore new ideas, make brave commitments and innovate better ways to meet the food and everyday needs of more than 24 million customers every week.

We are Wpay

Founded within the Woolworths group, Wpay has unparalleled expertise in customer-led payment experiences for businesses across Australia and New Zealand. We’re ready to help businesses move beyond payments by transforming transactions into rich payment experiences.

With an unrivaled understanding of people and the way they pay, we simplify operations and

innovative payment offerings. Keeping businesses safe from fraud, improving customer satisfaction, and enabling growth.

Wpay is Australia's largest non-bank payments provider, processing >1.2Bn transactions and >\$50bn in volumes, servicing >30m customers in-store and >19m customers online - every week! You'll be working with Australia's largest retail operations - both online and in-store, along with pushing the innovation boundaries with marketplaces and the subscription and gig economy businesses.

What you'll do

As the Operations Manager for Customer Hub, you will be the advocate for customers & the Customer Hub agents and provide crucial support for internal Wpay operations. Play a key part in ensuring the seamless & proficient functioning of Wpay operations with a targeted approach to end-user support, preempting payment errors, and championing operational excellence. It serves as a cornerstone in protecting our business interests by overseeing customer interactions and elevating the customer experience through meticulous management of merchant inquiries, addressing issues, and facilitating escalations whenever necessary as well as championing and leading areas of change to level up our customer experience, including the ability to transition new products and services into production, with opportunities to support in upcoming projects. In this role, you will:

- Manage escalations from Wpay Hub team members & customers regarding all Wpay services

- Apply subject matter expertise & solution-based knowledge and planning through data-driven insights

- Lead and report on metrics and support for new product initiatives and long-term optimisation with project teams

- Be the link between agents, customers & management while providing crucial support for all stakeholders

- Lead continuous improvement opportunities that benchmark our current services, including upskilling agents & mitigating financial and legal risks

- Oversee day-to-day operations and establish a regular reporting cadence to track and manage support call performance to build FCR

What you'll bring

Our Wpay Payments businesses and operations serve our customers and teams 24/7 - in real time. We are looking for an Operations Manager who will champion process improvements, guide stakeholders through new territory & elevate what is important for the customer. Coming with an "always on" positive mindset that is proactive and driven to solve problems, you will be adaptable, organised and detail-oriented to support Wpay Hub initiatives and an empathetic team player with a positive attitude to align with our culture. To be successful in this role, you will have:

Strong customer focus and exceptional communication skills (written and verbal) with strong stakeholder & crisis management skills

Ability to use own initiative and natural ability to solve problems

Exceptional organisational and time management skills & attention to detail

Proven ability to operate under tight deadlines while maintaining & prioritising tasks and responsibilities

Call Centre & leadership experience & data reporting & interpretation experience

Being composed under pressure, persevering through challenges, and being open to conflicting priorities and feedback

What you'll experience

Our Team Members are at the heart of everything we do and we're always looking for ways to support your career journey and reward great work:

Flexibility is valued and supported across Woolworths Group and covers flexible work hours and locations (including working from overseas for up to 8 weeks per year), flexible career opportunities, and flexible leave options

Career development sessions, internal networking events and mentorship/leadership programs to grow your career

Team member discounts across all Woolworths Group and partner businesses, access to discounts in novated leases, share purchase plans, lifestyle and other attraction discounts

4 weeks paid parental leave for all secondary carers. Both Primary and Secondary Carers who are employed in full or part-time roles are eligible to access Parental Leave entitlements from their first day of employment

Endless possibilities with Woolworths Group

We're a proud part of the Woolworths Group – 200,000+ bright minds, passionate hearts and unique perspectives working together connected by a shared Purpose – ‘to create better experiences together for a better tomorrow.’

Here you'll be supported and empowered to explore new ideas, make brave commitments and innovate better ways to meet the food and everyday needs of more than 24 million customers every week. Backed by a culture of genuine care, a flexible approach to work and the support to grow your career and make a meaningful impact, the possibilities for what we can achieve together are endless.

Everyone belongs at Woolworths Group

Diversity, equity, inclusion, and belonging are key to realising our purpose of better together for a better tomorrow. We recognise the value our team's diversity brings to our business, customers, and communities and that teams with diverse experiences and backgrounds enrich our group and are better able to innovate and solve problems. As one of the largest employers in Australia and New Zealand, we aim to create a truly inclusive workplace where everyone feels that they belong, can be their best selves, and reach their full potential.

We encourage all candidates to apply; please let us know in your application if we can support you with any adjustments in the hiring process.

You can learn more about working with us on LinkedIn or via www.wowcareers.com.au. #LI #work180.

Our Talent Acquisition Team and Hiring Leaders kindly request no unsolicited resumes or approaches from Recruitment Agencies. Woolworths Group is not responsible for any fees related to unsolicited resumes.

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