

## Account Configuration Associate at Flutterwave

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Company: JobWebKenya

Location: Kenya

Category: office-and-administrative-support

### Job Description

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Flutterwave is a payment infrastructure company and our mission is to simplify payments for endless possibilities. We believe that our customers are our lifeline and are at the center of everything we do. Flutterwave was founded in by a team of ex-bankers, entrepreneurs and engineers. We decided to provide the award-winning technology core needed to provide businesses all around the world a powerful, reliable and intelligent payments gateway. Flutterwave provides the easiest and most reliable payments solution for businesses anywhere in the world. Flutterwave has grown to become one of the fastest growing payments companies in the world. Since inception Flutterwave has processed close to \$2 billion in payments and 25 million transactions across over 33 African countries where it currently operates. It has attracted significant investment from experienced Fintech investors such as Ycombinator Continuity Fund (investors in Stripe), Greycroft (investors in Braintree and Venmo), Greenvisor Capital, Omidyar Network, and Glynn Capital amongst others. In Flutterwave was named Africa's best fintech company at the Apps Africa Innovation Awards.

### The Role:

Flutterwave is looking for an account configuration associate who will assist in setting up and configuring both enterprise and SMB merchants' accounts. Reporting to the Account Configuration Manager, you will play a key role in ensuring customer satisfaction and enhancing the customer experience.

**Responsibilities include but are not limited to:**

Assist in configuring merchant accounts including (MCC review & MID creation) according to specifications

Collaborate with other teams to understand and implement customer requirements

Maintain accurate records of all account configuration activities

Participate in team meetings and training to stay updated on product changes and developments

Contribute to the improvement of account configuration processes

Support the Account Configuration Manager in meeting team KPIs and objectives

**Required competency and skillset to be a waver:**

Bachelor's degree in Business, IT, or a related field

Minimum of 3 years of experience in an account management or customer service role, preferably in the payment industry

Excellent attention to detail and problem-solving skills

Strong communication and interpersonal skills

Ability to work effectively in a fast-paced, dynamic environment

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**Cross References and Citations:**

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