



ROLE PROFILE: Operations Manager - Bob Pay

Location: Menlyn, Pretoria

About Us at Bob Group:

At Bob Group, we're on a mission to revolutionise e-commerce in South Africa by simplifying and enhancing the online shopping experience. Our innovative platform combines a marketplace, online payment solutions, logistics, and parcel lockers - all powered by cutting-edge technology. We are growing fast and looking for passionate individuals to join our collaborative, no-nonsense team.

We believe in transparency, flexibility, and ownership, and we've created a work environment that fosters personal growth and empowers you to make an impact from day one. Say goodbye to corporate red tape and hello to a place where your contributions truly matter.

What You'll Do:

As an **Operations Manager** at Bob Group, you'll play a key role in ensuring the smooth day-to-day operations of our payment service offering, Bob Pay. You'll assist in operational processes, provide customer support, and collaborate with internal teams to optimise workflows and enhance service efficiency. Your attention to detail and analytical mindset will be critical in identifying process improvements and resolving operational challenges.

Your day-to-day will include:

- Managing operational aspects related to our payment service offering.
- Execution of operational projects within the payment function.
- Collaborating with compliance teams to ensure adherence to regulations and internal policies.
- Monitoring service performance and proactively addressing any operational concerns.
- Providing customer support by handling queries and assisting with issue resolution.

Postal Address:

Bob Group (Pty) Ltd
PO Box 6009
Rivonia, Johannesburg
2128

Johannesburg:

Ground Floor, Building
2 Silver Point Office Park
22 Ealing Crescent
Bryanston, Johannesburg
2021

Pretoria:

8th Floor, Menlyn
Central Office Tower
125 Dallas Avenue
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- Analysing operational data and generating reports to track performance and identify trends.
- Working closely with internal teams to optimise processes and improve service delivery.
- Assisting in communication efforts to keep clients informed about updates and new features.
- Supporting internal teams in resolving technical or operational issues affecting accounts.

What We're Looking For:

We need someone who has:

→ **Education:**

- ◆ **Essential:** Matric/Grade 12
- ◆ **Preferred:** B.Com degree in Finance

→ **Experience:**

- ◆ **Function-related experience:** 2+ years of accounting or similar experience in finance, with experience in operations management will be an advantage.
- ◆ **Technical proficiency:** Advanced expertise in Excel.
- ◆ **Industry-related experience:** Experience in e-commerce, payments, or financial services is an advantage.

→ **Key Skills:**

- ◆ **Attention to Detail:** Ability to accurately process information and spot inconsistencies.
- ◆ **Analytical Thinking:** Capability to analyse data, identify trends, and support decision-making.
- ◆ **Problem-Solving:** A logical approach to troubleshooting and resolving operational issues.
- ◆ **Communication:** Strong verbal and written communication skills to interact with internal teams and customers.
- ◆ **Organisational Skills:** Ability to prioritise tasks effectively and manage multiple responsibilities.
- ◆ **Time Management:** Capability to meet deadlines and maintain operational efficiency.

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- ◆ **Collaboration:** A team player who works well with colleagues across different departments.
- ◆ **Ownership & Accountability:** A proactive mindset with a sense of responsibility for tasks and outcomes.

Why You'll Love Working Here:

- **Growth Opportunities:** We're committed to your career development, learning new technologies, taking on new challenges, or advancing your career.
- **Inclusive & Transparent Culture:** We value openness, transparency, and ownership. Everyone's voice matters, and you'll be heard.
- **Work-Life Balance:** Enjoy an office-based role with structured hours and occasional after-hours availability for critical escalations.
- **Supportive Team:** You'll work alongside talented, driven people who are passionate about what they do and genuinely support each other.
- **Impactful Work:** You'll play a direct role in improving the customer experience and helping our courier partners succeed.
- **Perks:** From good coffee to snacks, we ensure you're fueled for success.

Is This Role for You?

If you have strong attention to detail, an analytical mindset, and a passion for operational excellence, this role is perfect for you. We're looking for someone who can handle multiple tasks, analyse data for insights, and contribute to the efficiency of our operations.

Apply Now:

If you're ready to take the next step in your career and make a real impact at Bob Group, we'd love to hear from you. Join us and be part of a team that's transforming the e-commerce landscape in South Africa.

Ready to make an impact? Let's chat!

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