

## CARD SUPPORT OFFICER

**Reports to: Card Operations Manager**

**Department: Retail**

**Duty Station: Office Based**

### Job Summary

The Card Support Officer provides operational and customer-facing support across the entire Shell Card value chain. The role manages customer onboarding, system setup, dealer and CSA training, reconciliation of key accounts, contract and data management, and supports credit and payment processes. The position ensures excellent customer experience, data integrity, operational control, and compliance with card processes while contributing to the commercial performance of the card portfolio.

### Key Deliverables

1. Provide accurate and timely customer setup support, ensuring full documentation, system loading, contract integrity, and compliance with data privacy and internal controls.
2. Deliver effective customer management by responding to customer requests, resolving issues, supporting account maintenance, and ensuring strong customer satisfaction levels across both internal and external customers.
3. Ensure operational accuracy through Shell Card reconciliation, monitoring of key accounts (including top 20), validating discounts, supporting credit operations, and ensuring correct processing of card replacement fees and related transactions.
4. Build capability across the retail network by conducting training for dealers, Customer Service Assistants (CSAs), and staff on Shell Card processes, POS usage, system functionalities, and customer engagement standards.
5. Strengthen card process compliance by adhering to card governance standards, supporting audits, participating in system enhancement tests, and driving continuous improvement initiatives within card operations.
6. Collaborate with Sales and Operations teams to support customer portfolio growth, point-of-sale efficiency, and improved card usage across stations, while maintaining high data accuracy and service quality.

### Expected Output

- Accurate customer setups and clean system records.
- Timely, complete, and accurate reconciliations.
- Effective customer, dealer, and CSA support and training.
- High-quality operational compliance and reduced process deviations.
- Improved card usage, customer satisfaction, and portfolio performance.

### Qualifications

- Bachelor's degree in business, IT, Sales, Operations, or a related field.

## Experience

- Minimum 1–2 years experience in customer service, sales operations, card operations, POS systems, or financial operations.
- Experience with Shell Card or fleet management systems is an added advantage.

## Competencies

- Strong interpersonal and communication skills (English & Kiswahili where applicable).
- Customer service orientation and ability to manage multiple priorities.
- Analytical thinking, attention to detail, and strong problem-solving skills.
- Ability to learn new systems quickly and work well under pressure.
- Team player with strong coordination abilities.
- Knowledge of data privacy, card controls, and reconciliation processes.

## Working Environment

Office-based with frequent interaction across Sales, Customer Service, Finance, Retail Operations, IT, and external customers. Occasional travel to stations and customer premises for support, training, or issue resolution.

## Performance Metrics

- Reconciliation accuracy and timeliness.
- Customer satisfaction and resolution turnaround time.
- Quality and completeness of training interventions.
- Compliance with card process and data privacy standards.
- Card usage and portfolio performance indicators