VILLA TRAVELS®

WE ARE HIRING!

Job Title: Merchant Operations Assistant

Qualifications & Experience

- Minimum of three passes in GCE O-Level OR;
- Minimum of one year of experience in a similar field.
- Competent in the use of MS Office applications (Word, Excel, Outlook).

Key Responsibilities

- Assist in processing merchant service requests and updating merchant records in the system.
- Support the Merchant Operations team in daily operational tasks and documentation.
- Coordinate with merchants regarding basic inquiries, requests, and follow-ups.
- Assist in preparing and organising documents related to merchant onboarding and POS installations.
- Support merchant site visits and help coordinate installation schedules when required.
- Maintain accurate records and ensure all merchant data is properly updated in the system.
- Assist in monitoring merchant transactions and reporting any irregularities to the team.
- Provide administrative support to ensure smooth merchant service operations.

Requirements

- Strong verbal and written communication skills in English and Dhivehi.
- Good attention to detail and accuracy in handling data and documentation.
- Positive attitude with willingness to learn and grow within the team.
- Ability to work collaboratively with colleagues and maintain good relationships with merchants.
- Good organisational and time-management skills.
- Ability to follow instructions and complete tasks efficiently.

Send your CV & Documents to:
hr@villatravels.com

Submission Deadline:
30th Nov 2026