

IKEA Japan, Payments and Checkouts Specialist (Full-time)

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Company name

IKEA Japan K.K.

Job description

Payments and Checkouts Specialist (Full-time)

Job Summary: At IKEA, we believe seamless payment systems are a crucial part of our customers' journey. In a rapidly evolving omnichannel environment, payment solutions must constantly adapt to meet customer expectations. As part of our two-person payment team, you will be the go-to expert, driving innovation and ensuring that our payment processes are robust, customer-focused, and aligned with market trends.

Key Responsibilities:

- Leverage local and global insights to identify and implement payment and checkout improvements based on market needs.
- Analyze IKEA's existing payment solutions to pinpoint pain points and initiate solutions.
- Cultivate in-house expertise by guiding stakeholders in enhancing the checkout experience.
- Collaborate closely with key teams to ensure seamless integration and maximize impact.
- Support business goals by contributing expertise to the omnichannel shopping and payment experience.
- Monitor conversion rates and customer satisfaction in payment and checkout areas.
- Maintain and troubleshoot payment systems to ensure a stable and user-friendly experience for both customers and co-workers.

Required Qualifications:

- Current Japan residency with legal working rights.
- Proficiency in business-level English and Japanese.
- Experience in implementing payment systems within a retail context.
- Strong task management, quality delivery, and adaptability.
- Analytical curiosity with a solid understanding of customer behavior in retail.
- Comprehensive knowledge of payment methods, compliance standards, and industry regulations.

Think this is the job for you? Apply via [IKEA's Career page!](#)

Email

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