



PAYZONE IRELAND LIMITED



#JOB-2430701



PAYZONE IRELAND LIMITED, Payzone

House, 4 Heather Road, Dublin 18, D18 PD83



No of positions : 1



Paid Position



39 hours per week



36650.00 Euro Annually



26/01/2026



23/02/2026

How to apply

Application Method :

Please apply to the vacancy by the following means:

Email : maire.mohally@payzone.ie



Open your camera app & point here to view this ad online



Merchant Success Analyst - ICT & Payment Solutions

Application Details

In order to work in Ireland a non-EEA National, unless they are exempted, must hold a valid employment permit. Please review the [Eligibility and requirements for an employment permit](#) if you are unsure of your eligibility to apply for this vacancy.

Job Description

Payzone help customers pay for everyday things at a time and place that is convenient to them. We are the largest consumer payments network in Ireland. We have partnered with over 7,500 retail stores and over 100 clients across the country, so customers can manage their everyday expenses while going about their everyday lives.

We build technology solutions for businesses large and small to accept card payments in store, on the road, over the phone, through a website or app. Whatever the business size, whether it is a private or public sector organisation, we have a solution to offer.

Role

We are seeking applications for a Merchant Success Agent working mostly on Payzone's credit and debit card acquiring products and solutions. It is a varied role working on inbound and outbound calls to new and existing retailers for all types of queries. This role will ideally suit candidates with a strong customer focus who enjoy interacting with people and driving new business.

Main Job Function & Responsibilities

Analyse merchant transaction patterns (weekly/monthly) to identify trends, performance drivers, to help areas for commercial optimization.

Use a data-driven, calculative approach to support transactions rate reviews and pricing structures, balancing competitiveness and profitability.

Build and maintain dynamic Power BI reports to monitor retention, churn, and merchant performance metrics, delivering insights to management.

Manage and interpret market intelligence data, conducting monthly competitor market share analysis to support pricing strategies and decision-making.

Support pricing negotiations and transaction charge consultations with merchants based on data-driven insights and industry benchmarks.

Assist the Area Manager in implementing retention strategies, using detailed reporting and transaction data to inform merchant engagement approaches.

Analyse and resolve day-to-day merchant queries related to transaction data, payment system performance, and rate structure optimization, using a data-driven approach to support merchant

success.

Utilize CRM platforms to monitor and analyse merchant interactions and service history, generating insights to enhance engagement strategies and improve overall merchant retention.

Work cross-functionally with the ICT and operations teams to ensure seamless integration and support of payment technologies

Any other sales & admin related tasks or projects as instructed by the business

Working Hours: 39 Hours Per week

Annual Salary: 36,650.00

Hourly Rate: €18.07

Company: Payzone Ireland Limited

Job Location: Payzone Ireland Limited, Payzone, House, 4 Heather Road, Dublin 18, D18 PD83

Start date: 06/04/2026

- This vacancy is suitable for Remote/Blended working
- **Sector:** financial and insurance activities

Career Level

- Experienced [Non-Managerial]