

Who we are

We are publicly listed in the Australian and Frankfurt Stock Exchange (ASX: ISX | FRA: TA8) since 2015. As an independent card acquirer and e-money institution, it is our mission to offer services that make the onboarding and payment journey a better experience for both our merchants and their customers, with transparency and integrity.

We pride ourselves in the security standards we keep for our customers' safety and privacy. We adhere to the most stringent security methods to ensure information is secured to the highest of standards at all times, as well as make sure we adhere to 'privacy by design' principles for the data protection of your business and that of your customers.

The Role

This is your Golden ticket to enter the world of neobanking. We are looking for energetic individuals, Graduates or with previous working experience in financial services. This role combines the customer service tasks and the back-office tasks. Successful candidate should be able to answer customer's enquiries when dealing with business or consumers and set up and maintaining the customer's data in the internal systems. Basic customer services skills, accuracy and dedication are key to success in this role.

Duties and responsibilities:

- Deal directly with client's enquiries through phone, email and live chat
- Respond promptly to customer enquiries, handling and resolving them accordingly
- Feeding back all suggestions for improvement and market research to senior staff
- Record and maintain customer information in company's systems
- Daily customer data entry and maintenance
- Compliance with the Company's policies and procedures, including audit requirements, confidentiality, AML/CTF, information security and data privacy of the Company's customers and end users.
- Comply with, in particular, procedures covering support and management of customers, including account settings and ongoing customer account support.
- Work closely with other departments to help deliver exceptional customer experiences
- Produce regular reporting, including analyses of statistical data on query trends, peak times etc. and to record data based on customer pain points
- Identify churn risks and additional revenue opportunities
- Identify and execute improvements of internal processes and procedures
- Work on shift basis, covering week days, weekends and public holidays

Requirements:

- Previous Client experience/support team and experience in back office working with different systems will be considered as an advantage
- Fluent verbal and written English
- Knowledge of an additional foreign language (Norwegian, Swedish, German, etc)
- Computer literate
- Ability to work shifts in order to cover 24/7 rotation
- Exceptional communication and organizational skills
- Attention to details and procedures

- Ability to multi-task, prioritize and manage time effectively
- Positive and collaborative team player
- Knowledge of payments industry will be considered as an advantage

The Package:

- Competitive Salary
- Private health insurance plan participation
- Performance bonus, including mix of cash and share – based scheme of company stock for outstanding performers

How to apply

Apply to careers@isignthis.com with a full copy of your CV, quoting “**Customer support Representative**”

Right to work

You must have the right to legally reside and work in the Republic of Cyprus or be an EU citizen.

Employment is subject to a National Police Check.