

Who we are

iSignthis is 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 a great opportunity to join our team if you have previous experiences in Account Management or Customer support from Card processing, banking or other regulated financial service provider. You will be the primary point of contact for the client during their onboarding and after product implementation. Great client relationship management and technical understanding are the keys in this role. We are looking for an independent and experienced individual with positive attitude and desire to learn.

Responsibilities include (but are not limited to):

- 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.
- Build and maintain lasting relationships with iSignthis's customers as the primary point of contact in the onboarding and integration process
- Answer customer calls using various communication mediums as an active member of the support team, along with carrying out quality controls check regulatory, whilst being the escalation point for customers.
- Work closely with other internal teams 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.
- Follow up improvements and resale notes and identify up-sale possibilities.
- Identify churn risks and additional revenue opportunities.
- Identify and execute improvements of internal processes and procedures.
- Perform product and feature demos, user training, and public facing webinars
- Personally, solve Tier 1 technical issues and escalate issues to technical support and other internal teams as needed

The ideal candidate will have experience in providing customer support in a Service Desk environment.

Skills and Requirements:

- A relevant degree in commerce, business, banking or similar is necessary.
- At least 3 years as a customer relationship manager with either a commercial or private bank, insurance or boutique financial services firm
- Native English speaker preferred; other languages will be considered an advantage
- Excellent customer service skills
- Must be tech savvy, any previous experience with technical integrations will be considered as an advantage
- Strong written and verbal communications skills essential for this role

- Possess outstanding presentation skills, interpersonal skills and be self-reliant, independent and willing to work and grow with the team
- Confidence to speak and present product information in front of groups with ease
- Willingness to travel, up to several days each month
- Aptitude to work in a fast-paced environment
- Flexibility for shifting customer support as part of a rota
- Exposure to regulated financial services and products is essential, together with management of individual accounts in excess of €10m pa, or a total customer portfolio of €500m.

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 “*Client Relationship Agent*”. Furthermore, samples of your portfolio will be highly appreciated.

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.