

Relationship Manager

Who we are?

ISX Financial EU Plc is an authorised Electronic Money Institution licensed by the Central Bank of Cyprus. The company provides payments, issuance of electronic money, IBAN addressable stored value accounts and KYC identity verification services to eCommerce merchants, regulated sector businesses and consumers.

ISX Financial EU Plc also operates a sophisticated & patented anti-money laundering and anti-fraud system that also provides transactional security to business and retail customers. It is real time and detects the AML issues currently in focus by regulators.

ISX Financial EU Plc is part of the ISX Financial Group of companies. Our inhouse developed platforms allow us to deliver technology and financial services to our customers. The Group employs more than 125 staff located across our offices located in Australia, Cyprus, Lithuania, United Kingdom, Netherlands, USA, Israel, Malta.

Responsibilities include (but are not limited to):

- Always ensure that you comply 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.
- Build and maintain lasting relationships with iSX customers as the primary point of contact in the onboarding and integration process
- Respond to customer enquiries using various communication mediums as an active member of the relationship team.
- Work closely with software development, technical support, underwriting, sales & marketing and product teams to 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 with customers and identify up-sale and new revenue possibilities, whilst identifying churn risks.
- 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

Requirements:

- Business or Management degree, preferred
- Strong dedication to quality customer service
- Previous experience in a similar position will be considered as an advantage.
- Excellent verbal and written communication skills
- Exceptional interpersonal skills/team player

iSX Financial EU PLC

UK FRN - 901034

Co No - HE348009 (CY)

Trading as: iSXPay®, iSXMONEY® and flykk®

Authorised by the Central Bank of Cyprus

115.1.3.17 as an E.E.A Monetary Financial Institution

t: +357 22 015 740

a: 1 Makrasikas Street, KBC North, Strovolos, 2034, Nicosia, Cyprus

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www.isx.financial

- Ability to handle multiple tasks
- Ability to work under pressure
- Excellent analytical and problem-solving skills
- Ability to work effectively and productively with others
- Effectively coordinate, perform, and complete multiple duties and assignments concurrently and in a timely manner
- Ability to prioritize in a high-volume environment
- Excellent organizational skills and attention to detail
- Must be a team player with an ability to work independently with minimal supervision
- Knowledge of Excel and Word for Windows
- Excellent knowledge of English
- Knowledge of other languages 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@isxfinancial.com with a full copy of your CV quoting "Relationship Manager". 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.

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