

Disputes Associate

Who we are?

ISX Financial EU Plc is an EEA/EU Electronic Money Institution licensed by the Central Bank of Cyprus and the United Kingdom's FCA. 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.

Our inhouse developed platforms allow us to deliver technology and financial services to our customers, including our app flykk.it . The Group employs more than 125 staff located across our offices located in Australia, Cyprus, Lithuania, United Kingdom, Netherlands, USA, Israel, Malta.

The role

As a Dispute Specialist, you will provide support of ISX Financials' card portfolio chargeback programs (debit, and credit). You will investigate card holders claims, and submitting and resolving disputes following the Diners/Discover guidelines. Compare multiple avenues of processing disputes/chargebacks and decide on the best path to resolution.

This position is important and required to ensure that we take care of our clients as well as their customers. This directly follows our Values of earning client trust every day and creating with purpose. You will contribute to efforts small and large!

Responsibilities include (but are not limited to):

- Be a continuous learner due to updated network regulatory requirements and client guidelines
- Monitor systems to detect possible fraudulent behaviour related to card usage
- Contact cardholders to investigate possible fraud
- Deliver great customer experience with proper etiquette on inbound and outbound enquiries with clients and cardholders
- Track and action case within timeframes based on regulatory guidelines and client requirements
- Make recommendations to implement changes in our continuous efforts to improve processes
- Understand compliance and verification procedures to effectively process cardholder information
- Respond to inquiries from internal and external stakeholders regarding chargeback requirements, system processing and functionality, dispute lifecycle, claim status, and data input
- Enter data into client-specific systems to accurately record and keep track of cardholder, card, transaction, and case information

Skills and Requirements:

- Minimum 5 years dealing with issuing disputes from the consumers and dealing with internal stakeholders
- Knowledge with Diners/ Discover network operating regulations
- Strong communication skills (written and oral)
- Proficient in Microsoft 365 (outlook, Word, Excel, PowerPoint, Teams, OneDrive, SharePoint)

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.

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

Australia | Cyprus | Israel | Lithuania | Malta | Netherlands | U.K. | U.S.A.

www.isx.financial

How to Apply

Apply to careers@isxfinancial.com with a full copy of your CV quoting “Disputes Associate”.

Right to Work

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

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A decorative graphic at the bottom of the page consisting of four overlapping, rounded rectangular shapes. From left to right, they are: a grey shape, a darker grey shape, a yellow shape, and a lighter yellow shape. They are arranged in a slightly overlapping, staggered manner.