

Customer Support Representative

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 140 staff located across our offices located in Australia, Cyprus, Lithuania, United Kingdom, Netherlands, USA, Israel, Malta.

The Role:

You will join as Customer Service representative for our flykk payment option. This team is based in 3 countries and provides 24/7 support. This is retail oriented support, assisting consumers with app registration, their payments and app utilization. The enquiries are related to customer KYC review during the registration, payment processing, card issuing, card and bank transactions, fraud monitoring. The role offers a great variety of tasks, not only supporting the clients but also participating in many tasks related to monitoring customer activities. We are looking for energetic individuals, Graduates or with previous relevant working experience. This role combines the customer service tasks and the back-office tasks. Successful candidates should be able to answer customer's enquiries when dealing with consumers, set up and maintain the customer's data in the internal systems. Basic customer services skills, accuracy, desire to learn and dedication are the key to success in this role.

Responsibilities include (but are not limited to):

- 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
- Customer onboarding and KYC documentation review
- Fraud monitoring
- 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
- Work on shift basis, covering weekdays, weekends, and public holidays

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

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 any other languages will be considered as an advantage (German, Spanish, Italian, Dutch)
- Computer literate
- Ability to work shifts in order to cover shift rotation.
- Exceptional communication and organizational skills
- Attention to details and procedures
- Ability to multitask, prioritize and manage time effectively
- Positive and collaborative team player
- Knowledge of payments and financial industry will be considered as an advantage
- Desire to work with newly introduced features and ability to adapt to changes and new processes.

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 “Customer Support Representative”

Right to work

- You must have the right to legally reside and work in Cyprus.
- Employment is subject to a National Police Check.

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