

# Customer Support Representative

(Spanish/German/Japanese Speaking)

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.

The Role:

We are launching a new consumer facing product and are creating a new Customer support team to support our clients. This is a great opportunity for you to enter the exciting world of neobanking. 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 business or consumers, set up and maintain the customer's data in the internal systems. Basic customer services skills, accuracy 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
- 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](http://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 German, Spanish or Japanese is mandatory
- 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 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@isxfinancial.com](mailto: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 the Republic of Cyprus or be an EU citizen.
- Employment is subject to a National Police Check.

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