



COMPLIANCE & VERIFICATION SPECIALIST

Being in the Customer Engagement business, we provide innovative solutions for our clients across the globe. As part of the company, it is crucial that all employees actively work towards bringing Customer Engagement to the next level.

You are required to embrace this level of engagement by being hands-on during your specified working hours, providing support to customers and encourage further utilization of the client's product and services via chat, email and phone

Must be completely fluent in English (native speaker written standard) and have suitable experience.

RESPONSIBILITIES

- Understanding and applying strict compliance security requirements.
- At the forefront of the company operations, you will be responsible for maintaining a high standard of customer service in providing timely support to all our customers via Email, chat and phone when necessary
- Keeping abreast of changes to policies, processes and systems to process efficiency with minimal processing errors
- Adhere to set controls to ensure Operational and Financial Risks relating to settlements, deposits and withdrawals are managed effectively
- Handle day to day processing, oversight and monitoring of clients' remittances & Deposits in accordance with service level agreements.
- Liaise with Customers and internal departments as needed to ensure smooth processing and any issues are addressed on a day-to-day basis
- Participate in process improvement and system enhancement projects as needed and contribute towards requirements to improve the efficiency and reduce error rates
- Learning about the organisation's products and services and keeping up to date with changes.
- Has knowledge and is familiar with Microsoft Excel.
- Basic understanding, knowledge and personal experience in the usage of credit/debit cards, e-wallets, vouchers and any other payments methods in market.

SKILLS

- Must have excellent "native" English written skills
- Good communication skills that allow you to inform, help and advice customers and colleagues



- Basic knowledge of service provider technologies in the online marketplace
- Good problem-solving skills with self-starter initiative - good at getting things done
- Confidence, patience, politeness, tact and diplomacy, when dealing with difficult situations
- General knowledge of KYC & AML process.
- Thorough troubleshooting skills
- Willingness and enthusiasm to own any issue that comes your way
- Understand industry best practices and strive to reach the highest quality levels
- Risk Profiling, Compliance and Risk & Control
- High Level of transparency and integrity
- Negotiation skills.
- Problem-solving ability
- Results Driven
- Planning and organizing ability
- Communication skills with good command of English
- Highly motivated and self-starting Team player

REQUIREMENTS

- 2 + years suitable experience
- As part of the recruitment process, be able to complete role play scenarios – potentially undertake a simple test brief to demonstrate approach and manner
- Worked within an office environment before
- Used online customer support ticketing systems previously
- Used customer relationship platforms before

WORKING TIMES:

- 5 days a week (Monday to Friday) - 40 hours per week

COMPENSATION & BENEFITS

- Basic salary (depending on experience)
- Bonus / Incentives
- Transport allowance
- Health Insurance
- Fitness allowance **t&c applies**
- Dental/Optical allowance



ACKNOWLEDGEMENT

Signed: _____

Name:

Dated: