



MasterRemit
Send money with LOVE

Onboarding & Customer Success Officer (Permanent Full-Time, Part-Time, and Casual)

About Us

MasterRemit is a fast-growing global Fintech company that provides a fast, reliable, and low-cost money transfer service for people to send money to their loved ones back home in the most convenient and fastest way possible. We enable this through any device securely from anywhere, at any time, 24/7.

We are leveraging innovative technology to create a financially inclusive world; to give 'a fair go' to 2 billion unbanked people around the world, mostly in developing countries, facing barriers to tasks as simple as receiving money from their loved ones.

We are the best alternative to traditional money transfer companies that require person-to-person service - visiting agency branches, waiting in long lines, and paying high fees.

We are a dynamic and diverse team headquartered in Melbourne and are growing a workplace that supports equal opportunities and a culture that empowers, trusts, and respects its employees.

The Opportunity

We have exciting opportunities for experienced Onboarding & Customer Success Officer to join our team in Melbourne. To be successful, you will have previous experience in onboarding customers, sales, or customer support roles.

We are looking for a proactive and results-oriented superstar to join our Customer Success Team on Full-Time, Part-Time, and Casual basis.

- **Stability:** Permanent Full-Time, Part-Time, and Casual basis
- **Training:** 2 weeks full-time PAID training
- **Roster:** Monday to Sunday

It is an exciting time to be part of a fast-growing Australian global fintech ecosystem cross-border payment organisation.

This unique opportunity allows you to be part of a global fintech ecosystem cross-border payment provider. You will be learning a whole lot about payments,

compliance, and other fascinating aspects of international finance. We are a company that is experiencing exponential growth, and we want our people to grow and develop with us. You will have plenty of opportunities to gain experience new skills and build a career, as well as a great salary and benefits package

Your Key Responsibilities

- Identifying and onboarding new customers by making warm outbound calls and identifying their needs and opportunities to generate sales in line with company growth plans whilst maintaining business practices.
- Answering telephone calls and responding to email enquiries promptly
- Assisting customers with general enquiries about MasterRemit's product and services offerings
- Screening and verifying new customers to comply with MasterRemit's Onboarding Procedures
- Managing queries on transactions via phone, email, and instant chat i.e., Skype and WhatsApp. You will be the first point of contact for our customers so an attentive manner is a must
- Reviewing transactions and identifying suspicious activities. Reporting and escalating said suspicious activities to the relevant department
- Research unusual or questionable transactions with the relevant department or partners around the globe
- Monitor and release transactions
- Ensure complete security and confidentiality of data
- Create and maintain positive ongoing relationships with customers
- Willing to work afternoons, evenings, and weekends
- Ability to achieve weekly, and monthly KPI targets

About You

- You must be in Melbourne (Interstate applicants are encouraged to apply)
- Excellent customer service experience & excellent attention to detail
- Excellent time management skills
- Possesses the ability to communicate with people from diverse backgrounds
- Trained in onboarding new customers and retaining existing customers whilst establishing rapport
- Able to resolve customer complaints, enquires and conduct basic troubleshooting quickly and efficiently
- Highly motivated with a desire to learn and grow
- Critical thinking and critical thinking skills
- Experience with MS Office programs and general IT skills
- A tertiary qualification or relevant experience is preferred
- Able to effectively communicate and work collaboratively and independently when needed.

Benefit

- Hybrid opportunities are available. This means you will have the opportunity to work 60% of your time in the office and 40% from home.
- Free Myki travel across Victoria OR free Gym membership of your choice, OR free parking lot in the heart of the CBD.
- Be part of an exponentially growing fintech company
- Amazing working space with Tuesday Breakfasts, Friday social drinks, and a beautiful kitchen with coffee and tea galore!

How to Apply

Please send your current resume and a cover letter outlining why you want to work for us and how you think you can help us grow to careers@masterremit.com. If you'd like to know more about this role before you apply, please call us on 03 9407 1785. To learn more about us, please visit www.masterremit.com

Application Closing Date: 3rd of February 2023