



MONEX *group*

Reliable, Secure, Lowest Rates Guaranteed!



APPLY TODAY!

Customer Service Representative

Job Summary:

The Customer Service Representative works under the direction of the Customer Service Manager: In an organized fashion, be the first line support to existing customers for anyone of our products, ATM, POS, Cash Advance and any new products put on the market by Monex. The main focus of this role is to create complete customer satisfaction by supporting merchants through existing processes and liaison with staff and current suppliers and any other necessary affiliates to complete tasks and responsibilities.

Job Duties and Responsibilities 1st level:

1. Answer calls from existing Merchants
2. Communicate regarding processes for how to's and company policies
3. Complete the following duties: Account changes, Ownership changes, minor technical support issues, contractual items for clarification
4. Input all Customer Inquiries into Database for tracking
5. Computer use for tracking information
6. Liaise in a professional manner with affiliate companies to fulfill Customer inquiries
7. Fax and email documentation to Merchants and affiliates
8. Keep calls to a maximum of 5 minutes
9. Any call that must be investigated further must be completed with 2 business days of initial request
10. Other items as deemed relevant by the Customer Services Manager

Job Duties and Responsibilities 2nd level:

1. Liaise with other staff to complete necessary administrative components of Merchant/Customer requests
2. Communicate with Sales Reps regarding specific Customer concerns

Job Specifications:

- 1) Ability to apply working knowledge of software, to achieve tasks:
 - a) Answer telephone calls
 - b) Data Entry
- 2) Ability to apply working knowledge of Customer Care and sympathetic to Customers need
- 3) In addition to the above the ability to apply working knowledge of software, to achieve tasks as includes:
 - a) Microsoft office applications, Excel, Word, Outlook and Internet

Minimum Qualifications:

- 1) 2 years within a Call Centre CSR environment in Tech Support, General Customer Service or Telemarketing

For further details:

Please email HR at hrcs@monexgroup.com indicating the reference number **CSR001** in the subject heading.

