

Customer Service Agent – Card and Payments Operations

Date: 20/01/2025

Location: Leitrim

Overview: Customer Service Support Representative

We are seeking to appoint a Customer Service Agent to deal with card and payment related queries.

This role is being offered on a Permanent Basis.

Key Responsibilities

Proven track record of excellent customer service skills, communicate with our customers and represent professionally the culture and brand of our organisation.

- Provide front line customer support and query management to Credit Unions and their members in relation to payments.
- Resolve customer enquiries, concerns, or complaints in a professional and understanding manner, ensuring the needs of the members and the credit union are met.
- Take ownership over payment investigations.
- Ensure core system information is updated when required.
- Ensure procedures and guidelines are followed and documentation is completed properly.
- Maintains up-to-date knowledge of all Payac products and services and relevant policies and legislation by completing product knowledge and other assigned training courses relevant to the role.
- Provide back-up and support to the Operations teams where required.
- Manage any escalations to ensure a swift and client centric resolution.
- Support colleagues on specific payment related projects.

The successful candidate should ideally have the following attributes:

- Minimum of two years` work experience in a customer service role.
- Experience in a customer focused environment, producing accurate work within tight deadlines.
- Good knowledge of MS Office (Outlook, Word, Excel, PowerPoint)
- Ability to work with initiative and as part of an agile team. Salary is commensurate with experience.

Who are we

We are an established and growing company headquartered in Dublin and with a regional operations centre in Carrick on Shannon, Co Leitrim

Why join us

An agile organisation, coupled with our payment's expertise, and forward-thinking customer base, allows us to deliver innovative solutions to our customers. We are building a team and culture to harness and grow these opportunities.

If you are interested in joining our team, and can demonstrate the following skills, we would like to hear from you. Please email your CV to recruitment@payac.ie