

## **Customer Service Specialist – various levels (graduates and students with English and Spanish welcomed)**

**We are looking for experienced candidates but also students and graduates with good English and Spanish. Our company offers great career opportunities in an international environment.**

We are a leading global money transfer and payment services company, enabling consumers who are not fully served by traditional financial institutions to meet their financial needs. Dynamic and fast-growing, the company is headquartered in the United States and offers its services in more than 200 countries and territories.

A pivotal component of our global strategy is a new Global Business Center which is located in Warsaw. As part of the inaugural team in this location, you will have the opportunity to shape the future of the company's Polish operations as well as enhance your own career. A dynamic organization with a culture of innovation, action and internal promotion, which offers competitive compensation and benefits packages and is looking for high performers that are ready to be part of the company's success.

**Customer Service Specialist is** responsible for supporting the Compliance Operations department by entering data (electronic) from other departments in the company. Also, he/she will be responsible for entering data into MoneyGram's compliance systems, with careful review to ensure accurate information is being entered into the system. In addition, the Customer Service Specialist will also be responsible for taking and making phone calls with consumers and agents to gather additional information and to determine appropriate actions (refunded or approved for payout).

### **Experience:**

- Customer service experience
- 1-3 years of work experience with an emphasis on computer data entry
- Fluent English and Spanish

### **Essential skills:**

- Proficient in software applications: MS Word and MS Excel
- Attention to detail with an emphasis of identifying incorrect/mistyped data
- Strong written communication skills
- Ability to work in a fast paced, highly structured, deadline driven culture
- Ability to identify when escalation is necessary

Please send your application to [monika.lubczak@randstad.pl](mailto:monika.lubczak@randstad.pl)

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