

## Specjalista ds. obsługi klienta (Customer Advocate III)

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.

Are you detail-orientated? Do you like solving problems? Do you have the skills and experience to analyze and suggest best practices for process design? If so, we are looking for a Customer Advocate just like you.

The Customer Advocate by working in shifts (24/7) is responsible for assisting with servicing of inbound contacts to support skill types in which they have received training. This may include new product types that may be added in the future. The Customer Advocate will process escalated exceptions while acting as a liaison between MG and Customers, Agents, Billers, and internal MoneyGram departments. The incumbent will also handle escalated consumer issues, MoneyGram agent, clients, and Financial institution contacts. This includes but is not limited to issue resolution and/or complaint documentation for all money wire & money order products, basic automation troubleshooting, and transaction hold review and processing.

The Customer Advocate also services all MoneyGram/Money Order product contacts staying current on product procedures and meeting performance standards to include but not limited to consumer escalation issue resolution and/or complaint documentation. Duties include but are not limited to re-routes, refunds, internal refund processing, reversals, encashment, claim card processing, photocopy requests, and general "help" questions from tier 1 staff.

To be successful in this role the perfect candidate needs to have: **1 - 3 years of experience in Customer Service/Call Center environment, good knowledge of English and Spanish.** Excellent decision-making/problem-solving skills and ability to provide exceptional service and defuse escalated issues will be an asset.

<https://jobs1-moneygram.icims.com/jobs/7640/coord-representative/job>

When applying, please place the following clause in your CV:

*Administrator of the personal data voluntarily provided by you is Randstad Polska Sp. z o.o. based in Warsaw, Al. Jerozolimskie 56C ("Randstad"). Personal data shall be processed solely for the purpose of conducting and administering the recruitment processes, particularly in connection with searching for job offers and their presentation, archiving and using the documents containing personal data in future recruitment processes. Data can be shared with entities authorized by law and, after the consent, to the potential employers for the purpose of the recruitment process. You have the right to access to your data and to correct them.*