



Elavon provides businesses with one of the most secure, cost effective and comprehensive card payment processing services available on the market today. We are wholly owned by US Bancorp, the fifth largest financial holding in the United States of America. Elavon is a top 5 Acquirer in the European market place, with a significant presence in Ireland, the UK, Germany, Norway, Poland, Spain, Mexico, Brazil and USA. At Elavon we encourage employees to grow professionally and be challenged by a leader in the payments industry. We are looking for team members to help drive our growth. Above all, we look for people who are dedicated to providing value and superior service to our customers, to our shareholders and to our communities. Come join us.

For more details about us please see our web site: [www.elavon.com](http://www.elavon.com)

## Junior Collections Representative with German

Location: Warsaw

### General role overview:

The incumbent will be looking to reduce the overall delinquency for Elavon Merchant Services Europe through analytical and practical thinking. Day to day tasks will be working on merchant accounts with delinquency and then working with the merchant, internal stakeholders, external agencies, and stakeholders to recoup the debt owed, while maintaining an excellent level of customer service and quality. The role will be customer facing, and require the candidate to be highly motivated to ensure that maximum productivity is gained.

### Key Responsibilities:

- Focus on providing an excellent customer experience to all stakeholders whilst adhering to strict timelines set within Collections
- Handle incoming/outgoing calls from to UK/Ireland or Poland and Germany with a view to decrease the delinquency and increase recovery for Elavon
- Coordinates and monitors workflow ensuring that responses to customer and internal stakeholders are timely and professional
- Ensures conformance to applicable internal policies and procedures and to regulatory requirements
- Look to improve the recovery process and take part in idea generation to improve productivity

### Requirements:

- Excellent verbal and written communication skills in German and English or Polish
- Strong customer service, very good problem solving and negotiation skills as well as the ability to handle difficult customer calls
- Experience in dealing with lawyers and authorities in regards customer delinquency will be an asset
- Proven commitment to high quality customer service
- Ability to work in a team and towards strict timelines
- Very good PC skills (MS Office)

## We offer:

- Full time position, employment agreement;
- Excellent package including complex medical care, group insurance, Multisport card, free language classes;
- Highly professional, multicultural environment and high standards of work;
- Work in a dynamic team with a supportive inclusive culture and strong values;
- Professional trainings, opportunity to develop career path in organizational structures, support in career planning;
- Interaction with Clients and Colleagues across the globe;
- Good atmosphere at work and comfortable working environment;
- Opportunity to participate in social and community projects.

## U.S. Bank Named a 2015/16 World's Most Ethical Company® by Ethisphere Institute

Prosimy o dołączenie do aplikacji podpisanego oświadczenia:

„Wyrażam zgodę na przetwarzanie moich danych osobowych przez Elavon Financial Services Ltd. (Sp. z o.o.) Oddział w Polsce z siedzibą przy ul. Puławskiej 17, 02-515 Warszawa, dla potrzeb niezbędnych do realizacji tego oraz przyszłych procesów rekrutacji (zgodnie z ustawą z dn. 29.08.1997 r. o ochronie danych osobowych, Dz.U. z 2002 nr 101. poz. 926 z późniejszymi zmianami). Wyrażam zgodę na udostępnienie moich danych osobowych w celu realizacji procesów rekrutacyjnych spółkom należącym do grupy U.S. Bancorp. Powyższe dane podaję dobrowolnie. Zostałem (-am) poinformowany (-a) o prawie dostępu do treści danych oraz możliwości ich poprawiania.”

This role has been identified as a Controlled Function (“CF”) under the Central Bank of Ireland’s Fitness & Probity Regime. Accordingly, the Company must be satisfied on reasonable grounds that the role holder complies at all times with the Fitness and Probity Standards.

Applicants agree to permit the Company (or its agents) to conduct such due diligence as it deems necessary to satisfy itself on reasonable grounds that you comply with the Fitness and Probity Standards and that you will provide the Company with all information and/or documentation relating to your qualifications, experience, employment history, financial soundness and other interests that the Company requests for that purpose.