

## **Payments Assistant**

**Location: Paphos, Cyprus**

**Salary: Competitive rates (dependent on experience)**

### **About the Company:**

[Currency Solutions](#) was founded in 2003 with the belief that every customer deserves access to excellent exchange rates, a premium service, and the latest market insight and technology.

Fast forward to today, and we've successfully transitioned from start-up to a leading independent FX and international payments company. Headquartered in London, with four offices across two countries and growing, we've sent billions securely around the world and are ranked 'Excellent' on Trustpilot by our customers.

Today, the world is different. While our core beliefs haven't changed, we recognise that our delivery must if we are to successfully solve the complex challenges that our customers are facing. In practice, this means finding both savings and stability in challenging trading environments, moving to an anticipatory model of servicing business and personal customers, and collaborating with industry partners to develop new and compelling product and service offerings.

We are now looking for a Payment Assistant to work in our Operations team based in Paphos, Cyprus.

### **About the role:**

As the Payments Assistant, you will be a primary point of contact for all clients and payment queries.

You will be responsible for providing an effective payment service for our clients, whilst complying with our company's policies, procedures, and controls.

You will also be a Superuser within the payments team's system, whilst being responsible for processing all value today payments efficiently, accurately, and in a timely manner - before the banks' cut off times.

**Main duties and responsibilities will include:**

- Maximise and support the customer journey to ensure the most efficient experience for all clients.
- Report suspicious activities to the MLRO or Deputy MLRO.
- Investigate irregularities in payments.
- Process client sensitive documentation (passports, bank statements, invoices etc.) in order to process payments.
- Ensure client security, data protection, and bank account password security are adhered to.
- Process clients' payments including obtaining, adding, and confirming information.
- Follow procedures to navigate client bank accounts and monitor receipt of customer funds.
- Add new beneficiary bank account details compatible to Swift, SEPA, Faster and Chaps transfers.
- Chase clients for both outstanding funds and beneficiary bank details (where late in settlement).
- Verification of trades booked, funds received, and beneficiary details added on company CRM to ensure accuracy.
- Follow procedures for exporting and batch uploading of payments to our banking providers.
- Process debit card payments.
- Set up investigation, queries, amendments and recalls on payment transfers with our banking providers.
- Liaise with the sales, dealing, finance and compliance teams within CSL.
- Maintain knowledge on all products.
- Provide support as directed by the Operations Manager.

## **Candidate requirements:**

### Skills:

- Numeracy and accuracy.
- Ability to multi-task and work well under pressure to meet deadlines.
- Strong communication and interpersonal skills.
- Excellent time management.
- Good teamwork.
- Clear verbal and written communication skills.

### Qualifications:

- 5 A\* to C grade GCSEs, including Mathematics and English, or the equivalent.
- Diploma or Degree in Business Studies, Economics, Mathematics, or related field (preferred, however not essential to your application).

### Experience:

- Preferred experience in payments, however not essential to your application.
- Preferred experience in financial institutions like Banks or Forex, however not essential to your application.
- Preferred experience in financial and/or customer service, however not essential to your application.

**If you think you are right for the role of Payments Assistant, please send your CV at Mr. Samuel West [samuel.west@currencyolutions.com](mailto:samuel.west@currencyolutions.com)**