

To apply for this role, please email your CV to [hr@mirlimited.com](mailto:hr@mirlimited.com)

## The Company

MuchBetter is an eWallet app spearheading innovation in payment technology. We specialise in providing the perfect eWallet solution in 185 countries, for now more than 700,000 customers.

MuchBetter brings together a team of tenacious thought-leaders, re-imagining the business model of payment services and pushing the boundaries and capabilities of a payment app.

With offices in the UK, the Isle of Man, Spain and Costa Rica, our team is multicultural, and our workspace is a place for creativity, change, innovation, and collaboration. We employ people who think outside the box, share ideas without restrictions, take pride in supporting the wider team, and are not afraid to ask questions.

## The Role

The Customer Operations team are looking for a Customer Operations Executive based in the **Isle of Man** to join them.

As part of the next planned phase of growth for the company, we are looking for someone to **assist** MuchBetter's customers through different communications channels in their languages of proficiency and other languages with the help of translation tools and existing content. They will provide customer support proactively and reactively to ensure the continued and smooth operation of the business, by guiding customers and troubleshooting the use of the app, features and services as well as monitoring for potential fraud and run proper customer verification processes.

- Are you a great communicator, but also assertive, courteous, and kind?
- Do you have a passion for problem solving, investigating, and helping customers?
- Would you say you have a strong work ethic, are honest, and have a sense of confidentiality?
- Can you work as part of a team, contribute, cooperate, and create synergy?
- Would you describe yourself as a fast learner, a self-solver, and a good decision maker?
- Do you like change and are you able to adapt quickly to changes, handle interruptions and work under pressure?
- Ability to focus and remain focused in a repetitive or changing task for long periods?

## Core Responsibilities:

- Review, investigate, and answer tickets to assist customers in the use of the MuchBetter app, features, and services
- Run proper screening and verification of identity proactively and reactively
- Review transactions, identify patterns, assess risk and take appropriate action
- Process withdrawals, transfers and complete any pending transactions after proper review

- Handling system and transaction alerts per company's guidelines and current instructions
- Proactively and reactively handling chargebacks, returns (and the respective investigation and disputes) as well as any reversed transactions
- Identify and report any suspicious activity, potential money laundering, or terrorist funding activities per company policies to our MLRO
- Liaise with third party providers, suppliers, merchants, or payment processors on behalf of our customers and the business
- Assist with internal translations and content updates as needed
- Ad-hoc projects or tasks within operations or for teams as assigned by the Head of Operations.

### **Required:**

- Fluent in **English and Russian**
- At least 2 years of customer service experience
- Proven experience with the use of Microsoft Office products
- Excellent computer skills & great typing skills

### **Desired:**

- Proficiency in more than two languages
- Knowledge and experience in online payments and fraud prevention (eCommerce, mCommerce)
- Knowledge and experience with global document verification, KYC and AML/CFT procedures
- Content management experience (template and policy/procedure creation, editing and translation)

### **Benefits to working for MuchBetter:**

- A highly competitive salary
- BUPA Health Insurance for you and your Spouse/Dependents up to the age of 18
- BUPA Dental Insurance for you and your Spouse/Dependents up to the age of 18
- Aviva Pension
- 25 Days annual leave + all bank holidays
- 1 extra day annual leave for your birthday
- Access to Employee Assistance Programme
- Social and Celebration Events
- Charity and Social Committee

**The location:** Isle of Man