Job Types: Full-time, Permanent

Salary: from £18,000.00 per year

**The Company**

We have an excellent reputation within the electronic payment provider industry. Currently processing over £25 billion card transactions globally each year, our versatility allows for payment solutions in all commerce industries, ranging from retailers and hotels to insurance providers and automotive dealerships.

Having experienced tremendous growth in our London offices, Fidelity Payment are looking to continue that expansion in Manchester.

We are looking for a vibrant individual to join our Client Support Team in our Manchester office. This is a fantastic opportunity to play an integral part in the growth of Fidelity Payment. We’re looking for someone who can hit the ground running, get to grips with hottest payment software out there, Blink3Sixty and help Fidelity’s client base through the full life cycle.

**Key Responsibilities**

· Improve customer service experience, engage customers and facilitate organic growth

· Proactively engaging with merchants, building good rapport within a portfolio of accounts

· Taking ownership of a portfolio of merchants and engaging in a proactive manner

· Take ownership of customer issues and follow problems through to resolution

· Follow service procedures, policies and standards

· Keep accurate records and document customer service actions & discussions

· Answering and supporting technical queries from our client base

· Assisting the Sales department with any technical questions they have

· Developing and maintaining key relationships with external stakeholders and internal teams

· Maintaining knowledge and understanding of the merchant acquiring industry and the compliance policies and procedures that go with it

· Pro-actively seeking out the assistance of others to determine solutions for complex issues

**Purpose of Job**

The purpose of this role revolves around the following, customer support processes and SLAs and finding ways to ensure customer satisfaction. This is imperative to ensure our large but exponentially growing client base is well serviced and feel that they have a single point of contact who they know and have a relationship with.

**The Requirements**

* Excellent communication and interpersonal skills
* Ability to prioritise workload
* Listening skills & ability to identify customer requirements
* Confidence
* Strong work ethic and a positive attitude
* Proactive
* Ability to work on own initiative
* Competent in using Microsoft Excel, PowerPoint and Outlook
* Payment and Financial Services experience preferred but not required

**Benefits**

* Full training provided
* Early finish and dress down EVERY Friday
* Young and trendy fast-paced office
* Company team bonding days and regular drinks
* Competitive base salary of £18,000 will be reviewed upon 3-month probationary period
* Please note that we fall under the 'essential business' list, meaning that we are still based within the office.

H.white@fidelitypayment.co.uk

linkedin.com/in/holliewhite6

Job Types: Full-time, Permanent

Salary: from £18,000.00 per year

Start Date: 12/04/2021

**The Company**

We have an excellent reputation within the electronic payment provider industry. Currently processing over £25 billion card transactions globally each year, our versatility allows for payment solutions in all commerce industries, ranging from retailers and hotels to insurance providers and automotive dealerships.

Having experienced tremendous growth in our London offices, Fidelity Payment are looking to continue that expansion in Manchester.

We are looking for a vibrant individual to join our Manchester Client Support Team. This is a fantastic opportunity to play an integral part in the growth of Fidelity Payment. We’re looking for someone who can hit the ground running, get to grips with hottest payment software out there, Blink3Sixty and help Fidelity’s client base through the full life cycle.

**Key Responsibilities**

* Improve customer service experience, engage customers and facilitate organic growth
* Proactively engaging with merchants, building good rapport within a portfolio of accounts
* Taking ownership of a portfolio of merchants and engaging in a proactive manner
* Take ownership of customer issues and follow problems through to resolution
* Follow service procedures, policies and standards
* Keep accurate records and document customer service actions & discussions
* Answering and supporting technical queries from our client base
* Assisting the Sales department with any technical questions they have
* Developing and maintaining key relationships with external stakeholders and internal teams
* Maintaining knowledge and understanding of the merchant acquiring industry and the compliance policies and procedures that go with it
* Pro-actively seeking out the assistance of others to determine solutions for complex issues

**Purpose of Job**

The purpose of this role revolves around the following, customer support processes and SLAs and finding ways to ensure customer satisfaction. This is imperative to ensure our large but exponentially growing client base is well serviced and feel that they have a single point of contact who they know and have a relationship with.

**The Requirements**

* Excellent communication and interpersonal skills
* Ability to prioritise workload
* Listening skills & ability to identify customer requirements
* Confidence
* Strong work ethic and a positive attitude
* Proactive
* Ability to work on own initiative
* Competent in using Microsoft Excel, PowerPoint and Outlook

**Benefits**

* Full training provided
* Early finish and dress down EVERY Friday
* Young and trendy fast-paced office
* Company team bonding days and regular drinks
* Competitive base salary of £18,000 will be reviewed upon 3-month probationary period

As a financial institution, please note that our offices remain open.

H.white@fidelitypayment.co.uk

linkedin.com/in/holliewhite6