

## Customer Service Manager (Copenhagen or Helsinki)

NEOFX ([www.neofx.eu](http://www.neofx.eu)) is a Nordic fintech company that helps European companies cut foreign exchange costs by providing better FX rates than banks. We have just acquired funding from several European investors to enter the rapid growth phase. Now we are recruiting experienced Customer Service Managers to work in our Copenhagen or Helsinki office. Do you have what it takes to ensure first class customer service while we are growing rapidly?

### Benefits

We offer you a super interesting opportunity with unique benefits including the following

- Solid service offering that adds value to customers as significant cost savings
- Competitive remuneration model based on personal performance
- Opportunity for high performance individuals to become partner in a rapidly growing fintech
- Being a key player with plenty of personal responsibility from the very beginning
- Freedom to organize own work to focus on delivering first class customer service effectively
- Minimal bureaucracy as member of a small team of experienced financial markets professionals
- International work environment with colleagues across Europe
- Exciting overall opportunity to participate in disrupting the European financial sector in a dynamic fintech

### Responsibilities

You will be responsible for all customer service activities including the following

- Onboarding new customers including KYC
- Training customers online to use our services
- Supporting customers promptly in case of any issues
- Following up customers and managing customer relationships
- Reporting and improving processes continuously

### Requirements

You are a customer service professional with a proven track record of providing first class customer service

- Solid track record of customer service e.g. in the financial sector or back-office functions for at least five years
- Proactive, self-driven, result-oriented, service-minded, structured, flexible and open team player
- Strong communication skills in English (mastering other European languages is a plus)
- Basic understanding on FX and payment products
- Knowledge on customer side FX and payments processes and systems
- Natural interest for IT and strong competencies in MS Office
- At least Bachelor's degree for instance in business or IT

### Applying

To apply for this position please visit [www.neofx.eu](http://www.neofx.eu) and contact Co-Founder Thomas Jensen (+45 30327174, [thomas.jensen@neofx.eu](mailto:thomas.jensen@neofx.eu)) or Co-Founder Ville Lipponen (+358 503038258, [ville.lipponen@neofx.eu](mailto:ville.lipponen@neofx.eu)).