



## **Job Description**

### **B4B Payments**

**Job Title:** English / Dutch speaking Customer Service Representative

**Location:** London / Hybrid

**Term:** Permanent / Full-time

**Salary:** up to £23,000

**Reports to:** Customer Service Operations Manager

#### **About us**

B4B Payments is a business payments innovator offering smart and flexible corporate payments and card solutions. We are an established fintech company which was formed over 14 years ago and enjoys lots of success in the European payments space. We are looking to expand our customer service team with the following role.

#### **About the role**

We are looking for someone with a positive outlook, be keen to learn and work well in a small team focussed on providing excellent Customer Service to both our customers and cardholders.

#### **Responsibilities**

- Responding to inbound customer /client calls, Emails and Secure Messages
- Calling customer/ clients to assist them over the phone
- Updating notes on customer/ client's accounts on our admin portal
- Assisting customer/ clients with card orders or re-orders
- General back-office duties
- Taking ownership of any customer / client issues to resolution

#### **Requirements**



### **Essential (Need to have)**

- Fluent English and Dutch (written and verbal)
- Excellent verbal, written and interpersonal skills
- Ability to multi-task, organise and prioritise work
- Ability to learn new skills and systems
- Mac/ PC Literacy

### **Desirable (Nice to have)**

- Ideally, you'll have previous Payment Card, Banking or similarly regulated industry experience, but this isn't essential.

### **What we offer:**

- 28 Days Holiday (including bank holidays)
- Hybrid work - the ability to work from home and from our new offices
- An individually tailored personal development plan and ongoing training
- Cycle-to-work scheme
- Employee assistance programme
- Regular socials and relaxed working environment

### **Make a difference:**

We're always on the look out for talented individuals to help take us further – It's important to us to hire the right people and work out a role that works.

- **Equality:** We strive to create a workplace that reflects the diverse communities we serve and where everyone feels empowered to bring their full, authentic selves to work.
- **Teamwork:** The strength of our team does not only lie in our combined experience and expertise but our ability to trust each other, no matter what. We understand that our best work is not produced by individuals but by enjoying collaboration as a team and supporting each other every day.
- **Quality:** We provide award-winning solutions and unsurpassed service that, together, deliver premium value to our customers.
- **Innovation:** Redefining the standard of excellence is in everything we do. Therefore, we are open to ideas that challenge the conventional views and drive innovation. The only constant in life is change and we believe that in order to stay relevant we must continuously improve and evolve with the changing needs of society.
- **Trust:** We strive to act in a manner that builds trust with our team, clients, business partners, and other stakeholders. We firmly believe that actions speak louder than words and transparency is key.

**To apply for this role, send your CV to [careers@b4bpayments.com](mailto:careers@b4bpayments.com)**