



Job Title: **Customer Service Manager**

Location: **London, UK**

Job Description

Yordex is searching for a new Customer Service Manager. The role's responsibilities include a range of customer-facing responsibilities including both support and compliance. The Customer Service Manager will play a key role in supporting the customer base for our unique FinTech solution that improves the financial health of our customers.

Yordex is a fast growing, early stage FinTech SaaS business that uniquely combines financial services with digital transformation software. Our customers are fast-growing, medium to large UK businesses looking to increase visibility and control over spend.

Primary Responsibilities

The Customer Service Manager is responsible for a range of customer-facing tasks. This role is instrumental in ensuring our customers get a great customer experience and therefore a key part of the success of Yordex.

The role has a broad remit to start with but we expect the role to become more focused as the company continues to grow.

- Responsible for guiding customers through our Know Your Business (KYB) compliance process. This includes helping customers complete the form correctly, validating if all data is provided correctly, centering data into our compliance software and validating results provided by that software
- Respond to the most frequent customer service queries on chat
- Set up new customer accounts and implement settings changes to existing accounts. This includes mapping our customer requirements together with our Customer Success team, configuring accounts to the specified requirements and validating the accounts are set up correctly
- Assist the sales team in ensure customer data in our CRM system is always up-to-date
- Send out invoices to customers and ensure invoices are paid in a timely fashion (accounts receivable)

- Oversee our weekly payout payment runs which includes our own payments as well as those of our customers
- Learn how to use Yordex and assist the finance team in closing our month-ends by using the Yordex application to validate if all purchases are approved and all invoices are provided (accounts payable)
- Provide feedback to the product team about possible enhancements to the system based on feedback you received from customers

What you'll need

This role is ideal for candidates who enjoy interacting with customers, are looking to work in a fast paced and fast growing FinTech startup and have some affinity with technology.

- 1+ years of successful experience in a B2B customers services role. Financial Services or SaaS solutions preferable but not essential
- Understand how to be empathetic and confident at helping customers
- The ability to work under pressure, collaboratively and think out of the box
- An understanding of how to maintain the right cadence to prioritise and manage multiple priorities and ensure our customers get a great customer experience
- Attention to detail and a proven ability to closely follow established processes to ensure all KYBs are executed to guidelines and customers accounts are setup correctly
- Excellent oral and written skills, coupled with excellent listening skills and a positive and energetic phone presence
- Interest in FinTech and a desire to positively impact the success of our customers with innovative technology solutions
- High level of integrity and strong commitment to building a successful company
- Ability to work independently as well as part of a team in a fast-paced environment
- Adept computer skills

What We Offer

Yordex offers a dynamic, respectful team environment where everyone is encouraged to participate, contribute their own unique angle on the world and feel valued. A flat management structure, regular training, feedback and reviews are a key part of our culture.

Strong performance will be well recognised and rewarded with significant career progression opportunities as Yordex grows and expands. The customer service manager's natural career progression would be into Customer Service managerial roles, Customer Success, Compliance or Sales.

We are passionate about our product and we are always looking to hire smart, passionate people who are not afraid to change, challenge, ask questions, take risks and share our goal of improving the financial health of our customers.