



## Head of Customer Operations

Customer Operations, Cambridge

## Who we are and what's important to us

### We offer simple solutions, for smart businesses

From instore and online card processing, to card issuing and ATM, we touch every part of what is arguably Fintech's most exciting investment spaces.

Operating pan-European – from the exciting investment hub of London to the talent-filled tech hubs of Cambridge and the Netherlands - we maximise payment acceptance for our customers through a combination of best-in-class technology, constant innovation, and in-house expertise.

We are independently owned and enjoy the backing of leading Fintech investor Pollen Street Capital.

With an impressive growth trajectory, we are constantly looking for the best and brightest industry talent to help support our ambitious goals.

In return for your dedication, innovation, and good company, Cashflows offers a competitive salary and benefits, along with extensive perks.

What's stopping you from joining a team that's writing the future of Fintech?

### The values we live by

We're here for one reason. To give businesses everywhere a smooth payments experience so they can serve customers and thrive. At Cashflows, we put customers at the centre of everything we do. Without question.

We have a single-minded vision. And we act on it every day - with commitment and passion. We support each other and work as one determined and ambitious team. Our core values guide us to be at our best.

Our values are more than words on a page, we live and breathe them in everything that we do, we challenge each other and hold ourselves to account on how we're delivering them. Our core values are;

- **One focus.** We keep our customers at the heart of everything we do and it's essential that everyone at Cashflows has a customer mindset.
- **Trailblazing.** We aren't afraid to go in a different direction if it's the right direction. We are 5 steps ahead, we challenge this in each other all the time.
- **Wholehearted.** We have unparalleled passion, determination and urgency. We don't wait for things to happen. We make it happen.
- **All for one.** We are a group of people who mutually support each other to succeed.
- **Keep it simple.** We don't get distracted by adding layers of complexity. We work hard to make life easy.
- **Step up.** We believe in doing what we say we do. We always rise to the occasion.

It's essential to us that we bring on board new colleagues that demonstrate these values, and so if you like what you see so far, keep on reading!

## The Job

As **Head of Customer Operations** you'll be responsible for managing delivery of a responsive and professional customer service and support operation. And by this we mean an operation that has customer at its heart; with a team who understands how our business works on the inside so they can make sure customers are onboarded and supported in the right way, enabling mutual success and benefits for them and us.

Managing a small team of operations and customer support staff, you will work in collaboration with colleagues from Risk & Compliance, Sales, IT and Product to ensure that Cashflows provides speedy new customer onboarding, supports development of long term business partner relationships and effectively manages and resolves all customer incidents and complaints.

## You will be responsible for

- Implementing and managing an effective end to end Incident Management process
- Implementing and managing an effective Business Continuity process
- Customer onboarding
  - new account activations
  - Auto-boarding
  - Partner and merchant onboarding communication
- Customer Support
  - Customer complaints and service queries
  - Working with product and sales to proactively support our key accounts
  - Customer Chargebacks & disputes

## Your background, knowledge and experience must include

- Managing a customer service function supporting the SME market
- Experience of managing payment chargebacks and disputes
- Knowledge of UK payments regulations and how they apply to an omni-channel payments company
- Supporting Acquiring and Gateway payment product and service operations
- Previous responsibility for Incident Management
- Good technical understanding of the payment processing flow, CRM platforms (particularly Salesforce) and technology functions.
- Good working knowledge of Visa and Mastercard payment Schemes.
- You must be an excellent communicator; you must be experienced at delivering clear, concise and professionally written customer communications.

## The hours

This is a full-time role.

## What you'll get

Our benefits and perks include;

- Performance based bonus
- 25 days holiday per year, plus a day off on your birthday and if you're moving house
- Private Medical Insurance
- 4x salary life assurance
- Income protection
- 6% employer pension contributions
- Health Cash Plan cover
- Free parking at our Cambridge office
- Bike to Work Scheme
- Discounts with a range of retailers
- Flexible working, we believe that it's important for us to work flexibly and so we're very supportive of working from home and in the office.

And finally, no promises but we have been known to throw a great staff party once or twice a year!

## Our selection process steps

If you like the sound of this role, please click apply!

If we think from your application we'll be a good fit for one another we'll get in touch for a call. We'll talk to you about the role, why we enjoy working here so much and find out more about you.

From there, if we both think It's a good match we'll proceed with arranging interviews, they'll either be over the phone, via Microsoft Teams or in person. We'll let you know as soon as we've made a decision on whether we'd like to proceed things further with you.

If you have any questions, you're always welcome to reach out to our friendly HR team via [recruitment@cashflows.com](mailto:recruitment@cashflows.com)