



Complaints Specialist – English + Spanish/German/Italian/Portuguese/French

Job location: Warsaw

We are a leading global money transfer and payment services company, enabling consumers who are not fully served by traditional financial institutions to meet their financial needs. Dynamic and fast-growing, the company is headquartered in the United States and offers its services in more than 200 countries and territories.

A pivotal component of our global strategy is a new Global Business Center which is located in Warsaw. As part of the inaugural team in this location, you will have the opportunity to shape the future of the company's Polish operations as well as enhance your own career. A dynamic organization with a culture of innovation, action and internal promotion, which offers competitive compensation and benefits packages and is looking for high performers that are ready to be part of the company's success.

Are you detail-orientated? Do you like solving problems? Do you have the skills and experience to analyze and suggest best practices for process design? If so, we are looking for a **Complaints Specialist** just like you.

Job Summary:

The Complaints Specialist by working in shifts (24/7) is responsible for reviewing and evaluating the quality and accuracy of complaint cases worked within the Complaints tool and processes ensuring all regulatory requirements and MGI processes are met. The incumbent supplies monthly ad hoc reporting and evaluation of complaint trends. The incumbent also proactively contributes recommendations and identifies risks and solutions associated with proposed or existing procedures. The Complaints Specialist is responsible for positively impacting the level of quality provided by Complaint process and escalated Customer Operation Support groups. Additionally, the position is responsible for delivering trainings, skill exercises, and facilitating team quality discussions.

The Complaints Specialist is also responsible for audits cases for accurate handling of customer complaints and ensures jurisdiction compliance, ensuring consistency and adherence to regulatory compliance standards and develops, monitors, and evaluates quality checkpoints and providing feedback to ensure compliance and improve department performance.

Experience required for the role:

- 1-3 years of experience in handling complaints,
- strong Microsoft Office Skills,
- very good English language skills + German / Spanish / French / Italian / Portuguese.
- experience in documenting defects in pre and post application deployment with experience in creating test scenarios for user acceptance testing will be an asset.

To apply please use below link:

<https://jobs1-moneygram.icims.com/jobs/7638/cccm-%26-social-media-representative/job>

Please remember to add to your CV the following formula: " I hereby agree for processing the following personal information strictly for recruitment purposes in accordance with the regulation regarding the protection data passed on the following date: 29.08.97r. Dz. U. nr 133 poz. 883".