

**Job Title:** Customer Experience Manager

### About AscendantFX

At AscendantFX we marry the world of technology and international payments. We build long term business relationships by offering high quality customer services and follow up to assure you and your company the best payment solution strategies. Through our easy to use money transfer platform we support growth and help companies avoid important transaction costs.

### Position Overview

The Customer Experience Manager will ensure the success of the entire Customer Experience team and deliver the best possible service to our clients. The ideal candidate is detail-oriented, a strong leader, able to multi-task, and adept at identifying problems quickly and implementing effective solutions.

### Mandate & Responsibilities

- Responsible for the day to day management of all customer transaction processing.
- Deliver excellent customer service and provide top quality international payment solutions by driving a customer centric culture.
- Regular review and improvement of processes and procedures, working with various departments to suggest system development.
- Work with project management and development teams to identify requirements and test new functionality.
- Identify staffing needs, recruit new team members, train team members and manage team performance.
- Proactively identify problems and effectively work to resolve them sharing best practice with other departments in the organization.
- Monitor service quality standards and set benchmarks for high performance.
- Monitor operational performance, operational errors and serve as a point of escalation where appropriate.
- Ensure timely and accurate communication of company initiatives to team members.
- Build and maintain good working relationships with partners and sales teams, operate in an open and transparent way being fully accountable for supporting their business.
- Represent the customer experience team on cross-functional team and support other initiatives in driving operational change programmes.
- Be aware of issues within teams and resolve or escalate in appropriate and timely manner.
- Ensure close monitoring of the operational risk including risk identification, assessment, mitigation and control.
- Sharing best practices & work improvement initiatives with other departments.
- Staying current on international payment types and trends.
- Minimal travel as required.

### Qualifications

- At least 5 years of experience in mid office operations and 2 years in management experience
- System development experience an asset
- Strong interpersonal, influencing and communication skills
- A good team player who possesses good interpersonal and communication skills
- Strong organizing and time management skills
- Can work independently and quickly, with good attention to detail and solutions oriented
- Self-motivated with initiatives to take on new and additional responsibilities
- International payments experience an asset

**NOTE:** This job description is not intended to be all-inclusive. Employee may perform other related duties as negotiated to meet the ongoing needs of the organization.

Please submit your resume and cover letter detailing your experience through the [AscendantFX Careers](#) page.

AscendantFX is an equal opportunity employer.