



Have you ever considered yourself working for Fortune 500 company?

Western Union is committed to create diversity and is proud to be an equal opportunity employer who offers a challenging and fast-paced work environment, excellent compensation and exciting career opportunities. Western Union connects people and businesses around the globe by providing fast, reliable and convenient ways to move money. Our 162-year history and 520,000 Western Union Agent locations in more than 200 countries and territories strengthen our commitment to offering our services in every corner of the globe.

Currently we are looking for a new team member to join our team in Vilnius as a:

Customer Service Representative (French or German speaker)

(Full time, permanent position)

We help companies to compete globally with Foreign exchange solutions. Our customers send cross border payments, and reduce currency exposures through hedging and risk management services. Our service can help simplify our clients' payments to their international suppliers.

Responsibilities:

- Ensure excellent service experience for prospect and existing customers
- Assist/support Western Union Business Solutions Online Support business with collecting documentation and information
- Perform high complex duties, with high level of technical knowledge
- Effectively perform inbound and outbound phone calls
- Effectively perform offline tasks
- Responsible to deliver high quality and productivity results that meet the identified targets
- May also provide support to internal client as compliance and complaint teams
- Some primary responsibilities include maintaining the compliance/data integrity for the existing clients utilizing Salesforce.com

Requirements:

- Have college degree or equivalent
- Outstanding verbal, written and listening skills
- Fluent spoken and written English and French or German is a must
- Customer service skills would be an advantage
- Ability to work in team
- Strong ability to multitask and take fast decisions independently
- Ability to navigate within lots of systems at the same time
- Ability to work in shifts, according to business needs

Western Union offers:

- Competitive salary packages;
- Private healthcare, life and accident insurance;
- Learning and development possibilities;
- Other benefits (free Taxi service, lunch on weekends etc.).

► Join our Talent Network



If you consider yourself a suitable candidate and you are ready for challenges and rewards of working for a money transfer industry leader, please apply by sending your CV to greta.paulauskaite@westernunion.com or apply through our Career page www.westernunion.com/jobs.