

### Intro

The online marketplaces industry is booming. Marketplaces are shaking up the way that the world does business and how people live their day-to-day lives. Marketplaces come with a whole new set of benefits – and challenges, and we are here to help.

We are a leading B2B fintech based in Switzerland and Barcelona building powerful payment technologies for entrepreneurs with the ambitious goal of disrupting the future of online commerce. We specialize in providing payment infrastructure for marketplaces to allow them to grow their business safely.

To help us in this journey, we are looking for talented people, driven to make a difference and dedicated to excellence and hard work. We need a rockstar team with a team first mindset ready to grind. If this sounds like you, give us a shout.

### What you'll do

- Support other roles within the operations team
- Manage the follow-up and retention of a portfolio of strategic clients
- Maximize efficiency for onboardings and boost conversion rates with your detail-orientation and focus
- Define your own strategy for monitoring your portfolio according to the needs and type of clients
- Provide business activity review and technical/functional workshops
- Identify any recurring issues or needs and provide reports to the other internal teams
- Closely monitor the customer's activity and performance, escalating issues to the appropriate teams and service providers

### What we're looking for

- Strong **communication skills**. You communicate problems, system errors or other queries to your team and customers and you are comfortable on the phone able to adjust your tone to your audience.
- **Attention to detail**. Meticulous and a strong ability to remain focused.
- **Structured thinking**. Very organized and able to handle multiple priorities.
- French native. Both written and spoken fluently.

#### **Bonus:**

- Other European languages (**German**, Spanish, etc.)
- Experience in Fintech and/or Marketplaces

### Conditions

- 6 month-contract at 40h/week, with school agreement
- Flexible start date: January or February 2023
- Approximately 500-600€ per month
- Work-from-home possible once training is completed (1-2 months), hybrid model

Join us and be ready to shake up the world of Fintech.

### Are you interested in this position?

Send your application (CV + cover letter) to: [jobs@cashsentinel.com](mailto:jobs@cashsentinel.com)