

## Client Services Coordinator

### About Us

Peloton Technologies Inc. is a Financial Technology (Fintech) company providing an advanced engineered banking platform that is the premier one-stop financial services offering. Utilizing their proprietary integrated solutions technology (a multi-channel payment platform), Peloton brings Banking as a Service (BaaS) to the market.

Complementing the platform, Peloton provides consulting services leveraging their knowledge in the banking, cash management, and payment space making them a complete financial services provider. Peloton's platform provides electronic funds transfers, online merchant services, aggregated payment processing, managed trust accounts, currency exchange, international wires, quasi-cash, transaction splitting, advance scheduling, and financial document storage in one streamlined wallet solution. Peloton's suite of software tools and consulting services is supplemented with custom application development, PCI compliance offerings, and application hosting.

### About the Role

The majority of the Client Services Coordinator Financial's work supports the Finance and Corporate Services Teams and assures financial transactions are processing smoothly. This role ensures both back-office procedures and monthly reconciliations are completed efficiently and accurately and that Peloton accounting and transactional management systems are up to date. The Client Services Coordinator-Financial is also a key source of information for team members, e.g., providing new or critical information that impacts their work, offering suggestions to streamline or further utilize Peloton's transaction management platform, assisting with the development of training material for clients.

The Client Services Coordinator-Financial supports the rest of the Corporate Services team by supporting them as required in providing information as they oversee all financial interactions of the client relationship, including processing transactions, coordinating merchant account applications, and managing client requests and questions.

### About You

You'll be successful if you:

- Have a talent for problem-solving: you ask smart questions, and determine the true problem, and identify appropriate solutions
- Want to keep learning and to apply that learning in an environment with clients who have unusual or challenging requirements
- Are detail oriented, highly organized, able to identify and set priorities
- Have strong analytical skills and judgement, and good critical thinking
- Are innovative and creative, and want to collaborate with colleagues and clients to solve problems and develop new or better solutions.

You have a Diploma in Business Administration (or equivalent) and 2-4 years' experience in roles with similar responsibilities or where you developed transferable skills and knowledge:

- In customer service
- In a payments/financial environment such as banking or in credit card and pre-authorized debit and credit processing environments
- With accounts payable/accounts receivable

You also:

- Understand payments including common payment methods (credit card, electronic funds transfers, bill payments) and the properties unique to each payment mechanism
- Understand the associated rules and regulations such as PCI compliance and CPA rules
- Have a working knowledge of
  - Generally Accepted Accounting Principles and International Financial Accounting Standards
  - Applicable legislation and familiarity with different jurisdictions' taxation mechanisms
- Can maintain the highest degree of confidentiality
- Can track multiple priorities and issues simultaneously

### **Why join Peloton Technologies?**

At Peloton, you will have the opportunity to implement high quality solutions in an organization that reacts strategically and quickly. You will see the results of your work every day – as clients use and value the opportunities and efficiencies provided by Peloton's products. You will be a member of an engaged, collaborative and supportive team. Peloton offers competitive compensation, a flexible, virtual work environment, exceptional autonomy in how you approach your work, and the opportunity to be a member of the team that helps shape a leading global payments provider.

### **How to Apply**

Submit your cover letter and resume to [hr@peloton-technologies.com](mailto:hr@peloton-technologies.com). Please ensure your cover letter includes specific examples that demonstrate your relevant experience.