

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 Client Services Coordinator will ensure our clients receive exceptional, timely, and efficient customer service. Working directly with clients will comprise the majority of this role. The Client Services Coordinator will oversee all financial interactions of the client relationship, including processing transactions, coordinating merchant account applications, and managing client requests/questions. The Client Services Coordinator is the first point of contact for clients and will deal with the full range of client needs, from supporting new clients transitioning to Peloton's services to completing routine transactions for long-standing clients.

The Client Services Coordinator is also a key source of information for team members, e.g., providing new or critical information, offering suggestions to streamline or further utilize Peloton's payments platform, and assisting with the development of training material for clients. In addition, the Client Services Coordinator helps ensure both back-office procedures and monthly reconciliations are completed efficiently and accurately.

About You

You'll be successful if you:

- Have exceptional customer service skills and pride yourself on providing that level of service
- 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. Please ensure your cover letter includes specific examples that demonstrate your relevant experience.