APPLY & STAY JOBS

Dutch-Speaking Payment Customer Support Advisor – FinTech (Athens, On-site)

Job Squad

Ort: Athen, Griechenland
Arbeitsmodell: On-Site (vor Ort)
Stundenaus-maß: Vollzeit

STELLENBESCHREIBUNG

Support Dutch-speaking B2B merchants using payment terminals and acquiring services for a leading Fin-Tech company in Athens. You'll handle transaction and payment-related enquiries, support the onboarding of new merchants, and help resolve refunds and payment tracing requests on-site in a fixed-shift environment.

Your tasks include:

- Managing transaction and payment-related enquiries
- Supporting refunds, manual charges and payment tracing
- Onboarding new B2B customers
- Updating merchant records in internal systems
- Achieving performance targets and contributing to team success

Working hours: fixed shifts Monday–Friday (09:00–17:00 or 10:30–18:30).

ANFORDERUNGEN

- Niederländisch: Niveau Muttersprache (C2)
- Englisch: Fließend (B2-C1)
- Strong computer skills, including confident use of MS Office
- Analytical mindset and confidence working with financial data
- Excellent communication and problem-solving skills
- Comfortable multitasking in a fast-paced, target-driven environment

VORTEILE / BENEFITS

- Performance bonus up to 10%, with an overachievement bonus up to 12%
- Daily cash bonus via Mastercard (€3 net/day in the first year, €6 net/day after 12 months)
- 3 weeks of training plus 2 weeks of nesting
- Flight ticket refund (€300 within the first month)
- One month of shared accommodation support plus rent allowance
- Private life & health insurance from day one, including dental and eyecare
- Free access to the corporate gym
- Fixed working hours option for mothers with children up to 2 years old

- International working environment with clear growth opportunities

BEWERBUNG

Bewerbung über: mw@jobsqd.com

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