

Job Description

Job title: **Team leader of Finance Customer Service**

Reporting to: **Chief Financial Officer**

Location: **Lisbon**

HouseTrip is an award winning, early stage venture backed Internet start up. Our vision is to become Europe's leading platform for distribution of short stay self-catering accommodation rentals. Apartment owners can list their property for free and we only add a commission on top of their bookings. Guests have a choice of thousands of apartments in over 250 destinations and are able to book online with secure payments.

Job overview

As team leader of finance customer service, you will be responsible for managing the existing finance customer service team, including managing shift patterns, setting up team member monthly and quarterly goals and reporting results on daily activities.

You will make sure your team works effectively and efficiently in their daily tasks (including answering clients' email and phone queries, revenue protection activity, sales conversion and defending credit card chargebacks).

A large part of your job will be monitoring for credit card fraud and chargebacks, making necessary changes and updates to HouseTrip's PSP (payment service provider) fraud profile. It will be a huge advantage if you have some experience in dealing with PSP (payment service provider) or have worked previously in an online business fraud control team.

You will also need to answer customer queries yourself on a daily basis by the phone or email. In order to better manage your team it is your responsibility to keep up to date and improve where possible all processes and procedures.

You will report directly to HouseTrip's CFO who works in London. Daily communication is through Skype or emails.

You will be required to work full time from our office in Lisbon

Key objectives and responsibilities

- Set up team member monthly or quarterly goals. Monitor daily work figures (e.g.: ticket closed, booking conversion numbers etc.) and make sure goals are achieved.
- Reports on team member performance
- Be constantly familiar with all finance customer service requirements and procedures (Kayako, fraud control, chargeback defence, booking conversion processes) in order to guide team members. You will make sure all daily tasks are completed correctly in timely manner
- Perform training to new finance customer service staff
- Managing shift patterns within the Lisbon finance customer service team
- Coordination with other Lisbon teams (customer service team, host account team, quality control team) and London finance team to deliver exceptional customer service
- Monitor payment fraud activities constantly and update HouseTrip's fraud profile. It means you need to be in contact with HouseTrip PSP constantly.
- Personally take on finance customer service tasks through email or phone where necessary.
- Handling finance related complaints (from guests or hosts) if necessary
- Make suggestions to implement projects that increase customer satisfaction and ensure the highest quality of service

Required skills and experience**The ideal candidate will:**

- Solid management skills to coach and lead others
- Be able to handle complaints and difficult situations
- Have excellent interpersonal skills and empathy
- Be organised and strong in task and time management
- Strong numeracy
- Be efficient and be able to complete required daily tasks in timely manner
- Have great attention to detail
- Have some experience in dealing with PSP or have worked in another online business payment fraud control team.
- Have the interest and passion in detecting and fighting credit card frauds
- Proactive and creative thinking in terms of updating HouseTrip fraud profile

Required skills / education

- Fluent in English, written and spoken (essential)
- Fluency in another language other than Portuguese and English. Ideally Spanish or German
- Strong interest and competence with computers and web-based systems and tool
- Advanced MS Excel and MS Office skills

At least 2 references from relevant previous employers required

**To apply, please send CV to Sandrine Inaudi, Talent Manager,
recruitment@housetrip.com**