

MEMO Financial Services, Inc (MEMO) a leading money services business located in Camp Hill, Pennsylvania is seeking an Operations Coordinator. MEMO is a licensed money transmitter offering alternative financial services to over 3,400 retailers in 20 states, with significant national expansion opportunities.

Job Title: Business Operations Coordinator

Position Purpose:

To work as a member of a team to assure all daily file processing, customer service calls and customer claims are handled in an efficient and accurate manner.

Job Requirements:

This position is performed remotely with some on-site duties performed at our office location. Employee must provide adequate internet access and a private, quiet work environment with the necessary furnishings to complete the job functions. All electronic equipment and phone are provided by the company.

Employee must be willing to travel to and from the Camp Hill office and work from the office location as needed. Initial training will occur at our office location.

Duties include daily file processing, handling customer service calls and analyzing and correcting bank exception files. The ideal candidate will possess strong data entry skills, the ability to handle multiple priorities and attention to detail with a strong ability to follow directions. Proven customer service skills and previous office experience is required.

Essential Qualifications and Competencies

- High school diploma and one-year experience in a related field.
- Ability to handle customer calls with a mature, professional and diplomatic approach, using tact and always maintaining a pleasant mannerism.
- Excellent organizational and communications skills.
- PC literate
- Ability to consistently meet deadlines and handle a large volume of data input on a daily basis.
- Must demonstrate commitment to job, offering much flexibility with time if necessary to perform daily functions.
- Self-motivated and willing to take initiative.
- Must work closely with co-workers in a fast-paced environment, demonstrating a mature cooperative team player attitude.

Familiarity with use of the following software is required:

PC; Windows operating system
Microsoft Excel
Microsoft Word
Microsoft Outlook
iSeries Operating System knowledge a plus

This position reports to the Business Operations Director. If interested in applying, please submit a cover letter and resume with salary requirements to:

Operations Position at tsmith@memoco.com