



## Have you ever considered yourself working for Fortune 500 company?

Western Union is committed to create diversity and is proud to be an equal opportunity employer who offers a challenging and fast-paced work environment, excellent compensation and exciting career opportunities. Western Union connects people and businesses around the globe by providing fast, reliable and convenient ways to move money. Our 162-year history and 520,000 Western Union Agent locations in more than 200 countries and territories strengthen our commitment to offering our services in every corner of the globe.

Currently we are looking for a new team member to join our team in Vilnius as a:

## Offline Service Specialist (German or Mandarin)

(Full time, permanent position)

KYC (Know Your Customer) is responsible for identifying how Western Union services are being used by our frequent customers. As part of the team you will perform investigation on customer's transactional history, interview customers over the phone/e-mail or other off-line applications, and make a decision whether Western Union services can be used further.

### Responsibilities:

- Perform transactional history analysis, due diligence, and AML Compliance interviews in order to identify potential consumer fraud or questionable activity in an effort to protect customers and the company
- Effectively perform inbound and outbound phone interviews (60% of the working time) and offline tasks (40%)
- Ensure excellent customer service
- Deliver high quality and productivity results that meet the identified targets
- Learn continuously to enhance AML Compliance product and process knowledge

### Requirements:

- Fluency in English and knowledge of Mandarin or German language
- Bachelor degree or equivalent
- Strong analytical skills, attention to details, and independent decision making
- Proficiency in Microsoft Office (Excel, Word)
- Ability to multitask and navigate through multiple systems at the same time
- Flexibility to work in various shifts, according to business needs
- Experience in customer service and/or AML Compliance would be an advantage

### Western Union offers:

- Competitive salary packages;
- Private healthcare, life and accident insurance;
- Learning and development possibilities;
- Other benefits (free Taxi service, lunch on weekends etc.).

▶ [Join our Talent Network](#)



If you consider yourself a suitable candidate and you are ready for challenges and rewards of working for a money transfer industry leader, please apply by sending your CV to [agne.bickauskaite@westernunion.com](mailto:agne.bickauskaite@westernunion.com) or apply through our Carrier page.