

## **Know Your Customer Associate - German Speaker - Vilnius, Lithuania**

Does playing a critical role in preventing money laundering and other illegal financial activities sound exciting? Does working for a global FinTech company that is passionate about protecting customers interest you? Join Western Union as a Know Your Customer Associate.

### **Motivated by our values: purpose driven, globally minded, and trustworthy & respectful**

We're a FinTech that's using insight from customers and colleagues worldwide to improve financial services for families, small businesses, multinational corporations, and non-profit organizations. We're a team of over 10,000 people spanning 200 countries and territories. We believe when money moves, better things happen.

### **Better starts and ends with the customer**

As a Know Your Customer Associate you will analyze how customers use our money transfer services. Your diligence will help ensure anti-money laundering compliance by conducting customer interviews by phone, email, or offline applications. You'll be skilled at interpreting how money transfer services can be further improved for a better customer experience.

Here's the skills we'd like you to have:

- Bachelor's degree or equivalent
- Fluency in English and German with outstanding verbal, writing, and listening skills; another spoken language is a plus
- Strong analytical skills, attention to detail, and ability to make independent decisions
- Experience in customer service and AML Compliance
- Proficiency in MS Office
- Ability to multitask and navigate through multiple systems
- Willingness to continuously learn our anti-money laundering compliance product and process knowledge
- Flexibility to work in different shifts, according to business needs.

### **Join us, and let's move money for better**

Western Union is transforming its business and shaping the financial services sector by driving quality, convenience, and customer service to new levels of excellence. It's an exciting time for our organization, as the largest cross-border money transfer operator, trusted by millions of consumers around the world. If you're ready to unleash your potential to help drive change through bottom-up innovation, apply now.

We're a company on the move, and we want our people to grow and develop. You'll have plenty of opportunities to learn new skills and build a career, as well as a great salary and benefits package.

We are passionate about our diversity. Our commitment is to provide an inclusive culture that celebrates the unique backgrounds and perspectives of our global teams, while reflecting the communities we serve. We do not discriminate on the basis of race, color, national origin, religion, political affiliation, sex (including pregnancy), sexual orientation, gender identity, age, disability, marital status, or veteran status.

Annual base salary gross: 10,678.00 – 18,305.00 EUR

The base salary range represents the low and high end of the Western Union salary range for this position. Actual salaries will vary and will be based on various factors, such as candidate's qualifications, skills, and competencies. The salary is one component of Western Union's total compensation package for employees. Other rewards and benefits include short term incentives, health insurance (several options to choose from), accident and life insurance, access to the best in class learning and development platforms, flexible work arrangement, to name just a few!

**If you have any questions, please contact** [ieva.mykolaityte@wu.com](mailto:ieva.mykolaityte@wu.com)