



DIMOCO Payment Services is a payment service provider, licensed by the Austrian Financial Market Authority ("FMA"), that processes payments - including card, online bank transfers and SEPA direct debit, and others - for eCommerce merchants. DIMOCO offers a combination of payment methods, tailored industry-specific solutions, transaction risk management tools and flexible value added services.

Our mission is to deliver outstanding value added services, Risk Management and Self-Service Reporting-Systems as well as offering flexible customer focused solutions at the highest level.

To achieve this, we are looking for a motivated team member with entrepreneurial mindset

Merchant Risk Manager (f/m/d)

Your vital role:

- Performing customer due diligence complying with regulatory, risk and compliance standards
- Independently identifying and investigating of suspicious transactions as well as analysing of turnover, transaction and chargeback behavior
- Proactively contacting merchants, banks and payment providers in cases of suspected fraud
- Processing of chargebacks
- Managing merchant registrations with banks and payment providers, as well as assisting in contract work with new payment providers
- Active interface to merchants, banks and payment providers

You're shaped by:

- Completed commercial education or comparable professional experience
- Ideally you have already gained experience in the area of payment processing and/or fraud prevention
- Networked thinking and motivated by complex challenges
- High problem-solving skills and excellent self-organization
- Strong customer and service orientation
- Very good German and English skills
- "hands-on" and "can do" mentality
- Entrepreneurial thinking, perseverance and goal-oriented work

Why work at DIMOCO Payment Services:

- A key role in the company's ambitious transformation agenda
- Your personality will enrich our highly motivated, multi-cultural environment
- Challenging, diverse and exiting tasks with individual responsibility
- Great possibility to shape the future of the company
- Modern office-environment in Vienna (Near U3, Neubaugasse / Zieglergasse resp. U4 Pilgramgasse)
- Flexible working hours
- Outstanding opportunities for development
- A competitive remuneration package that meets your high performance spirit

We look forward to receiving your application documents: dimoco.eu/contact-form-career/

Due to legal reasons, we are obliged to disclose the minimum salary according to the collective agreement for this position, which starts at € 38.372,- gross per year. However, our attractive compensation package is based on market-oriented salaries and is therefore above the stated minimum salary.

Be a key player in our success!
One application – a billion opportunities

DIMOCO Payment Services GmbH

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