



**Operational Support Specialist  
(m/f/d), Frankfurt am Main**

Sodexo Benefits & Rewards Services is market leader for paper-based employee vouchers with the ambition to reinforce this positioning in the card-based & digital payment environment. **BRS Germany (Sodexo Pass GmbH)** has an exciting job opportunity for an experienced Operational Support Specialist (m/f/d) with the focus to increase customer satisfaction for clients and cardholders through customer-centric processes as well as ensuring high resolution rate of customer requests and excellent communication towards customers.

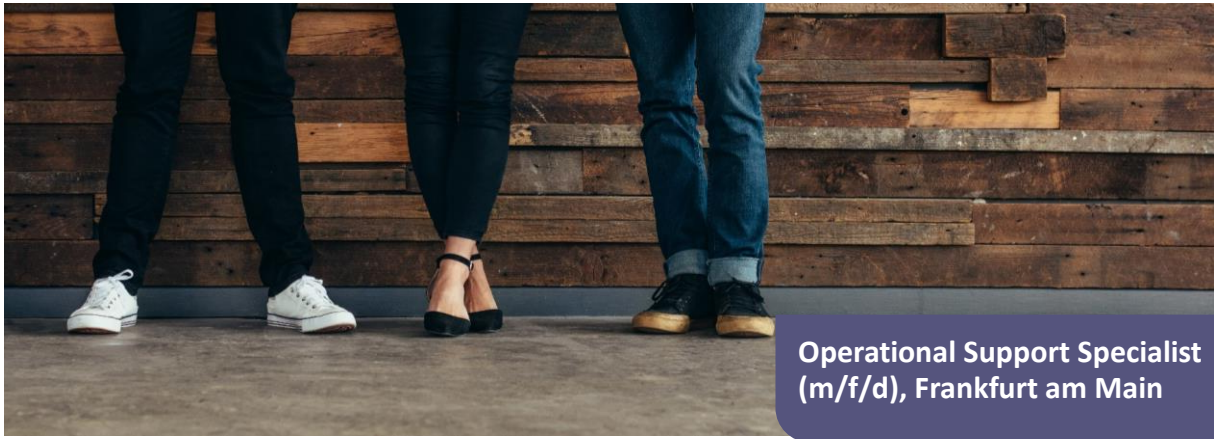
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**Your main responsibilities:**

- Conducting regular checks: Fraud-Control, AML/KYB, Internal Controlling
- Stock Management (card plastic, stationary, shop vouchers)
- Payment Operations for all Sodexo Products and Systems:
  - maintenance of Product Settings in Sodexo and 3rd Party Portals,
  - Fraud Check Rules,
  - 3DSecure Risk Profiles,
  - solving business incidents (transaction or balance issues, production and payment issues, lost orders etc.),
  - troubleshooting and coordination of solutions.
- Being the main point of contact for all operational partners (here: Production, Payment, Logistics, other business partners)
- Project Responsibility/ Subject Matter Expert: representing Customer Care in ongoing projects and participating in product and feature testing.

**Your profile:**

- Experience of Card Payment Business (preferably IT background)
- Analytical and structured approach, assertive
- Independent and results-driven player with good negotiation skills
- Open personality and team player
- Curious, enjoys trying out new technologies
- Recipient-oriented documentation skills
- Used to agile methods – knowledge in JIRA & Confluence is a plus
- Excellent German & English language skills (C1-level)
- Very good knowledge of MS Office tools



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#### **Our offer:**

- Exciting working environment in an international company with a long-term corporate strategy
- Integration in a dynamic and appreciative team
- High level of personal responsibility
- Flexitime, remote-working and numerous voluntary social benefits

#### **Contact**

Have we aroused your interest? Then we look forward to receiving your application documents in English at [nadine.firmino@sodexo.com](mailto:nadine.firmino@sodexo.com)!