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Customer Service Advisor (Contact Centre)

at Monzo ([View all jobs](#))

Remote (UK)

We're looking for detail-oriented, empathetic problem solvers that have worked in a **contact centre environment** to join one of our remote Customer Operations (COPs) teams in **June 2022**.

At Monzo, we've built a new kind of bank. One that lives in your smartphone and helps you take control of your money. We are always here to help as every customer gets access to 24/7 customer support through a quick call, social media, emails and our app 🚀

COPs are the heart of Monzo ❤️

You'll be the first point of contact for any of our users who have questions, problems, feedback and compliments! COPs are the face of Monzo and the main way our customers communicate with us.

We want to delight our customers in any way possible. Our mission is to make money work for everyone, and while having a great app is part of that, we pride ourselves on providing world-class support. By solving customers' problems, treating them fairly and being totally transparent, we believe we can make banking better 🙌

Your working life and shift requirements 🌟

You will get paid £21,320 (£22,984 if you are based in [Greater London](#)) and a huge range of benefits. All Monzo team members get share options as part of their package.

You'll be working remotely on an 'open availability' contract basis, to make sure we're always here to help and allow 24/7 customer telephony support, meaning your shift pattern will change on a weekly basis.

To make sure we have enough cover on weekends, you'll work some other weekend days and get days off in the same working week. All of our full time COPs are guaranteed 1 full weekend off each month.

[You can read more about open availability at Monzo here.](#)

You'll know how to fix problems on the spot 🔧

Every person in COPs has the power to solve problems quickly and with minimal fuss. We'll give you all the tools and training you need so you know exactly how payments systems actually work, and you'll listen to customers' concerns with positivity, empathy and patience. Then you'll fix whatever the problem is and stop it from happening again

You'll be the first point of contact for any of our users who have questions, problems, feedback and compliments!

What will you be doing day-to-day? 💬

- Providing the best customer support by talking directly and honestly with our customers, and developing a deep understanding of what our community really wants from a digital bank.
- Communicating with our customers on the telephone and via in-app chat, based on our customers needs.
- Proactively spotting patterns in the frustrations or hopes of our customers, seeing where we can change our processes, tools or product to make them happier.
- Identifying customers who are in vulnerable situations and helping to figure out what steps we can take to support them.
- Working closely with our Financial Crime team to act as the first line of defence to help spot and investigate trends. Whilst investigating and making decisions about payments made on stolen cards, as well as looking into scam websites.

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- Dealing with tricky payments-related queries; investigating missing transfers and Direct Debits, helping manage the customers who are switching to Monzo.
- Understanding, prioritising and escalating our customers' feedback and feature requests to the external product team (who build our app). Plus, being the first port of call for customer complaints to make sure that they're treated fairly and can share their thoughts and concerns.
- Supporting other members in the customer support team by being a point of escalation for other COps and mentoring new joiners. Plus making sure the rest of the company stays customer-focused and fixated on building the best bank account in the world.
- During the course of your induction process, you will be chosen to support in different areas in COps to meet the business and customer needs.

You will be chosen to work in different areas in COps to meet the business and customer needs.

✔ You should apply if you:

- **have specifically worked in a contact centre/call centre environment before**
- are a UK resident and currently living in the UK
- have the right to work in the UK - an offer of employment is subject to satisfactory proof of this.
- are over 18 years old
- care deeply about delighting our customers
- are great at explaining things to people, and have flawless written English
- are very comfortable using an Apple MacBook laptop (will be provided by Monzo)
- delight in investigating awkward problems, getting to the root cause and fixing them
- know your way around social networks, and technology interests you
- are friendly and super organised
- want to be part of the team that makes Monzo!
- haven't applied and been unsuccessful within the last 6 months

🏠 To work remotely you'll also need:

- to work from home in the UK in a safe, private and distraction free environment
- a solid internet connection (download speed - 10mbps; upload speed - 3 mbps)

💻 Equipment:

- We'll provide you with a work laptop on your first day. There's no need to supply your own.
- You do need to own your own smartphone, this will be needed each time you log into our customer support system.

The application process 🍷

- ⌚ Please allow 1-2 hours to complete this application.
 - ⭐ **TOP TIP! What are we looking for in your application?**
 - *A high level of attention-to-detail in your written communication, which is important in the COps role.*
 - *Specific, tangible examples which cover the topic in the 'tell us about a time when...' questions.*
 - *Analytical problem solving skills to help get the customer to a logical solution in the scenario based questions, whilst being customer centric and empathetic.*
- 🗉 Once you've submitted your application questions, we'll review along with your CV (there is no need to submit a Cover Letter, please use this time to answer the application questions instead).
- 🎉 If you're successful, we'll invite you to one of our remote assessment days, where you'll have some one-on-one interviews via Google Hangout.
- If all goes well, you'll join our growing team on a mission to make money work for everyone! 🚀

You'll spend 5 days per week for your first three weeks in training (Monday-Friday) between 09:00-18:00. This is all done remotely.

Questions about this role or application process? Head over to our careers page to read our FAQs (www.monzo.com/careers) or [email us](#) if we need to make any adjustments to the application process because of disability or neurodiversity.

Diversity and inclusion are a priority for us at Monzo – if we want to solve problems for people around the world, our team has to represent our customers. So we need to attract the best talent in the world,

and create an environment that supports and includes them. You can read more about diversity and inclusion on our [blog](#).

Equal Opportunity Statement

At Monzo, embracing diversity in all of its forms and fostering an inclusive environment for all people to do the best work of their lives with us. This is integral to our mission of making money work for everyone.

We're an equal opportunity employer. All applicants will be considered for employment without attention to ethnicity, religion, sexual orientation, gender identity, family or parental status, national origin, veteran, neurodiversity status or disability status.

#LI-REMOTE

Apply for this Job

* Required

First Name *

Jyotsna

Last Name *

Yarlagadda

Email *

jyotsna_yj@hotmail.com

Phone *

07737353156

Location (City) *

Bournemouth, Dorset, United Kingdom


Resume/CV *

 Jyotsna Yarlagadda Call center cv.pdf 



Please confirm your UK Right to Work status. Please note that we will not provide visa sponsorship for this role. *

We [legally have to verify your Right to Work](#) in the UK before you can start working for us. We're asking for this information now so we know later what type of right to work check we need to do. Your answer to this question won't affect the outcome of your application, **however please note that we will not provide visa sponsorship for this role.**

I've got another type of visa which gives me temporary RTW in the UK. 

Due to the nature of the role, it is essential that you have worked in a contact centre environment before or have other relevant banking experience. *

☒ I confirm I have contact centre/call centre experience and/or other relevant banking experience.

☐ I do not have contact centre/call centre experience and/or relevant banking experience.

Please provide the first 3 or 4 digits of your postcode e.g. LS1 or SW11 *

Monzo has been and will continue to be a Living Wage employer. We made this pledge over five years ago and it is something we take seriously.

The Real Living wage is a voluntary pledge we've made to an independent foundation that takes in to account the *real* cost of living. <https://www.livingwage.org.uk/calculation>

BH88

I confirm that I understand that this is a 40 hour Full Time role and the expectation is that I will be working weekends and bank holidays. *

Yes, I confirm.

I confirm I have read and understood the shift requirements and I can commit to working these hours on an 'open availability' contract. *

Read more about the ins and out of 'open availability' [here](#)

I confirm 

What is your Notice Period in your current role? *

none

I confirm that if successful, I am able to commit and fully attend the first three weeks in training (Monday-Friday) from 09:00-18:00. i.e. no holidays or appointments are permitted during training. *

Due to covid-19 restrictions, all training will be done remotely in your usual working location.

I confirm 

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I confirm that if I was successful within this role, I would be working from home in the UK in a safe, private and distraction free environment. With a solid internet connection (download speed - 10mbps; upload speed - 3 mbps). *

👍 I confirm



I understand that as a COp at Monzo, a main part of my role is speaking to customers on the telephone and I am comfortable with making inbound and outbound calls. *

I understand 👍



1. Tell us about a time when you went the extra mile to help someone with a problem. *

We all know there are different ways to help different types of people, as everyone is different. The best customer service is being in their shoes and understanding their needs and expectations, and I could do as best as I can as the brand ambassador of the company I work for. One memorable time was when a senior woman struggled to get her WIFI connection. She had all the required items delivered to her house, but she was poor with technology and helpless to connect it. The WIFI box she ordered was an item that did not need a technician. But I went way beyond and booked a technician for her house to fix the WIFI for her. Later after the appointment time and date, I followed up with her to see if everything was going well. Then she immediately asked me to pass on the call to my manager, and she gave an excellent review.



2. Tell us about a time when you solved a complex problem. *

On a busy evening, when I was working at a fast-food restaurant, the display screen of the order numbers stopped working. There was a massive cue of customers waiting for their food and confused with their orders. So I came up with a solution and discussed the plan with the team, and I placed one team member to collect the receipts from the customers and give them to me so that I could hand over the correct order to the customers without confusion. This method was followed even when there was an issue like this in the store.



3. (Scenario Based Question) Your response to Nazia's Phone Call 'Hiya! My partner has sent me £1500 from their bank account as a Faster Payment to cover my bills and living expenses this month. They've told me they sent it over an hour ago from their bank and it's left their balance, so I kind of expected it by now. Thank you! *

Write your response to the customer as if you were a COp at Monzo who had just picked up a call from Nazia, for example "Hi Nazia..". Show us your empathy and analytical problem solving skills, and how by being customer centric you'd help get the customer to a logical solution in this scenario.

Hi Naziya. Sorry to hear that you haven't received the payment. I will do my best to get the best out. I would like to know which faster payment method he used. Generally, it will take one working day in some cases. So I request you not worry about this occasion, as your money will be safe. I will write a note on this case to check your account after 24 hours if the payment is successful. If not, we will escalate this and ensure you receive the correct solution ASAP. Please let us know if you have any more queries. Thanks for calling us.

4. (Scenario Based Question) Your response to Barbara's in-app chat message "Hello love, I need some help with my son's Monzo account. He doesn't know how to create a standing order for his rent and I am worried that it won't be set up in time for the 1st month. Please can you change his email address to mine, so I can sort this out for him. I am his Mum, so I like to make sure he's done everything correctly. I have downloaded the Monzo app ready, can you change the email address or give me the password? Please help me!" *

(Write your response to the customer as if you were a COp at Monzo who had just received an in-app chat message from Barbara for example "Hi Barbara..." Show us your empathy and analytical problem solving skills, and how by being customer centric you'd help get the customer to a logical solution in this scenario

Hello Barbara. Thanks for getting in contact with us. I understand your problem, but unfortunately, on this occasion, we cannot change the email address or provide you with any details for another account, though it is a family. The best way to solve this is for the account holder needs to get in touch with us, and only he has the right to make any changes to his account. As well, we can guide him through the process. Please ask the account holder to contact us at the earliest to get the solution for this. Hope you understand our policy and procedure.

Regards,
COp

5. (Scenario Based Question) Your response to Simeon's phonecall: Hello, I need to speak to a manager now! Netflix has taken money out of my account when I cancelled the subscription ages ago. They have still charged me for their services. This has left me with no money. This is fraud! I need this money refunded straight away otherwise I will not be able to afford groceries for my kids this week. Please refund this money now! *

(Write your response to the customer as if you were a COp at Monzo talking to Simeon, for example "Hi Simeon....". Show us your empathy and analytical problem solving skills, and how by being customer centric you'd help get the customer to a logical solution in this scenario

Hello, Simeno's. Sorry to hear that you left off with no money. I can understand your situation. Please stay calm as we will do our best to help you. As you are a veteran customer, and since it is a small amount, we will initiate the refund straight away, investigate this transaction, and take the necessary steps and actions. Please always check the direct debits tab in your Monzo app to ensure the payments you have. Please let us know if you have any more queries. Thank you for contacting us.

I confirm that I have re-read my answers to the scenarios and checked that my spelling and grammar are correct. *

Please note that spelling and grammar are Quality Assessed daily within the COps role. If there are errors within your application, it will be declined.

Yes

The sharing of answers is not permitted. I confirm that the answers to the scenarios are my own original work. *

I confirm 👍

Please save a copy of your answers, because if you're successful and invited to an assessment centre you will be asked about your responses. *

Please select

Keeping your data safe is really important to us. *

Please read our [Candidate Data Privacy Notice](#).

Please select

Are you a US tax resident? *

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How did you hear about this job? *

Please select

Identity survey

Our goal at Monzo is to make money work for everyone. To do that, working at Monzo must work for everyone. We want to create an equitable, engaged and innovative workplace which gives people from all backgrounds the support they need to thrive and grow.

Making Monzo work for everyone starts right at the beginning of every Monzonaut's journey: when they apply to work here. This demographic survey will help us better understand the people who apply to work at Monzo. It'll help us see how different groups progress through

our hiring process, and where we need to make improvements to be more inclusive. If you choose to fill it out, all of the information you give us is:

- **Voluntary.** And we've included a "prefer not to say" option for every question. It'd be helpful if you still fill out the survey even if you choose "prefer not to say" for every question, as it's useful for us to understand & record this. We won't know if you choose to fill this survey in or not.
- **Anonymous to Monzo.** We can't tie your responses to you and they won't make a difference to the outcome of your application. We'll only use grouped responses for equal opportunities monitoring in our hiring process.

For more information on how we'll use this data, please read our [candidate privacy notice](#).

By filling out this survey, you agree that we can use your responses for the purposes we've mentioned above. You are not letting us know if we need to make any adjustments to the hiring process because of disability or neurodiversity - to do this please email us.

How would you describe your gender identity?

- ☐ Prefer not to say
- ☐ Genderqueer / Genderfluid
- ☐ Man
- ☐ Non-binary
- ☐ Woman
- ☐ I identify in another way (please share)

Do you identify as transgender?

- ☐ Prefer not to say
- ☐ Yes
- ☐ No

What's your sexual orientation?

- ☐ Prefer not to say
- ☐ Asexual
- ☐ Bisexual
- ☐ Gay / Lesbian
- ☐ Heterosexual
- ☐ Pansexual
- ☐ I identify in another way (please share)

Do you identify as having a disability?

- ☐ Prefer not to say
- ☐ Yes
- ☐ No

Do you consider yourself to be neurodiverse?

- ☐ Prefer not to say
- ☐ Yes
- ☐ No

How would you describe your ethnicity?

- ☐ Prefer not to say
- ☐ Asian or Asian British: Bangladeshi
- ☐ Asian or Asian British: Chinese
- ☐ Asian or Asian British: Indian
- ☐ Asian or Asian British: Pakistani
- ☐ Asian or Asian British: Any other Asian ethnic background
- ☐ Black or Black British: African
- ☐ Black or Black British: Caribbean
- ☐ Black or Black British: Any other Black ethnic background
- ☐ Hispanic
- ☐ Mixed: White and Asian
- ☐ Mixed: White and Black African
- ☐ Mixed: White and Black Caribbean
- ☐ Mixed: Any other Mixed ethnic background
- ☐ White: British
- ☐ White: Irish
- ☐ White: Any other White ethnic background
- ☐ Not stated
- ☐ Any other ethnic group

Submit Application

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