



Moneta Financial Services DOOEL Skopje is a non-banking financial institution (NBFI), a leading company in North Macedonia, specialized in offering service of fast money transfer. Moneta offers money transfer services through its network of agents, throughout North Macedonia. We always have room for professional and talented individuals. At the moment, we are looking for: **Risk and Quality Control Officer**

***Job duties and responsibilities:***

- Based on the daily / weekly and monthly analysis of the risk parameters makes proposals on how to better monitor the risk;
- Monitors the implementation of the requirements of the risk committee at the board level;
- Prepares a monthly report of the current risk situation based on the risk procedure.
- Consults with relevant units to determine the level of risk and to mitigate the risks involved in establishing and maintaining various relationships with clients, agents and the corporation;
- Ensures that the risk strategies are within the company's expected risk and predetermined profitability;
- Monitors and implements the limits set by Management for agents according to the Corporate strategy.
- Proactively seeks and recommends improvements in processes and development;
- Perform ad-hoc data analysis as required.
- Analyzes internal processes and proposes changes in processes;
- Monitors, measures and provides feedback on the performance of the Departments by compiling reports at the end of each evaluation of the respective Department;
- Visits each department for the six-month period and monitors their work process;
- In cooperation with the relevant departments, ensures that there will be continuous improvement of the processes;
- Identifies and documents business processes to detect and assess bottlenecks and potential risks;
- Analyzes the processes of the Employer's Departments and makes reports related to the improvement of processes and optimization of time;
- Customer complaints regarding the service of quick transfers and payments;
- Responsible for the phone number, where customers can address their complaints;
- Accepts complaints in the number of complaints, delegates and manages customer complaints and addresses them through the relevant complaints system;
- Promotes quality increases and performance improvement within the Corporation;
- Cooperates with all departments, to provide you with instructions for all aspects of process management;
- Defines internal control standards according to the company's strategy;
- Designs and maintains control and documentation procedures;
- Makes regular and ad hoc visits to agents to check the quality of work;
- Checks the quality of the service according to the standard defined by the company;
- Reports findings from field visits to Management on a monthly basis;
- Handles every complaint received from customers and manages the complaint handling process by completing the data in the complaint handling application;
- Responsible for the security system in the company, including subsidiaries.
- Performs other duties as requested by the direct Supervisor;
- Reports on a monthly basis on the findings.

***Professional qualifications and skills:***

- University degree
- Minimum 3 years of experience in the relevant field

Interested candidates can apply by sending their CVs in English to **moneta@moneta.mk**