



<https://www.workolic.com/job/moniepoint-recruitment/>

Moniepoint Recruitment 2025/2026 Application Online Form

Description

Moniepoint is seeking dynamic and customer-focused individuals to join our team as Customer Service Representatives. As a Customer Service Representative, you will play a crucial role in ensuring exceptional service delivery to our customers, handling inquiries, resolving issues, and contributing to the overall success of the organization.

Responsibilities

- Respond to customer inquiries via phone, email, and chat in a prompt and professional manner.
- Provide accurate information about Moniepoint products, services, and policies.
- Assist customers in resolving issues and concerns, ensuring a positive and satisfactory resolution.
- Process customer transactions and requests with precision and efficiency.
- Collaborate with other departments to address complex customer issues.
- Maintain up-to-date knowledge of Moniepoint products and services.
- Strive to meet and exceed customer satisfaction goals and key performance indicators.

Qualifications

- High school diploma or equivalent; additional education or training is a plus.
- Proven customer service experience, preferably in a financial or technology-related industry.
- Excellent communication and interpersonal skills.
- Ability to remain calm and focused in high-pressure situations.
- Strong problem-solving skills and attention to detail.
- Familiarity with Moniepoint products and services is an advantage.
- Proficient in using computer systems and customer service software.

Job Benefits

- Competitive salary with performance-based bonuses.
- Comprehensive health and dental insurance plans.
- Opportunities for career advancement and professional development.
- Employee assistance programs and wellness initiatives.
- Dynamic and inclusive work environment.
- Employee discounts on Moniepoint products and services.

Contacts

Interested candidates should visit the Moniepoint Careers page at [\[careers page link\]](#) to complete the online application form. Please submit your resume and a cover letter highlighting your relevant experience and qualifications. The application deadline is [10.12.2026]. Only shortlisted candidates will be contacted for

Hiring organization
Moniepoint

Employment Type
Full-time

Industry
Financial Services

Job Location
Lagos 102213, Lagos, Nigeria, 102213, Lagos, Lagos, Nigeria

Working Hours
9

Date posted
February 7, 2026

Valid through
10.12.2026

interviews.

Moniepoint is an equal opportunity employer. We celebrate diversity and are committed to creating an inclusive environment for all employees. Join us in shaping the future of financial services and making a positive impact on our customers' lives!