

Job Title: Back Office Specialist/Agent

Location: Kansas City

### **Company Overview:**

Fidem Financial is an innovative leader in the financial services and asset management space managing our industry-leading platform to source, fund, acquire, and manage consumer loan receivables. Our leadership team is best-in-class with extensive backgrounds in credit portfolio transactions and management, having collectively completed over \$100B in card portfolio transactions. Fidem's team boasts more than 250 years of aggregate experience in all aspects of card portfolio management, including Operations, Marketing & Product Management, Compliance, Credit Risk, Card Conversions, and Vendor Oversight.

### **Position Overview:**

We are seeking a detail-oriented and reliable Back Office Specialist/Agent to support the daily operations of our back office team. In this role, you will be responsible for executing and maintaining essential business processes, ensuring data accuracy, and supporting compliance requirements. This position is ideal for someone who thrives in a process-driven environment, enjoys working behind the scenes, and values precision and efficiency.

### **Key Responsibilities:**

#### **Operational Support**

- Process and verify transactions, maintain records, and ensure data integrity across all back office systems.
- Perform daily reconciliations, data entry, and document management tasks.
- Assist with the preparation and review of reports, statements, and other business documentation.

#### **Compliance & Quality Assurance**

- Ensure all activities are conducted in accordance with company policies, procedures, and regulatory standards.
- Identify discrepancies or errors and escalate issues to management as needed.
- Support internal and external audits by providing accurate documentation and information.

#### **Process Improvement**

- Participate in ongoing process reviews to identify opportunities for greater efficiency and accuracy.
- Provide feedback and suggestions for workflow enhancements.
- Assist with the implementation of new tools or procedures as directed by management.

### **Collaboration & Communication**

- Work closely with team members, supervisors, and other departments to ensure seamless operations.
- Communicate effectively regarding process updates, issues, or required follow-up.
- Maintain confidentiality and handle sensitive information with discretion.

### **Qualifications**

- 2+ years of experience in back office operations or a related administrative role (financial services or FinTech experience preferred).
- Strong attention to detail and organizational skills.
- Proficiency with office software and data management tools (e.g., Excel, document management systems).
- Ability to follow established procedures and meet deadlines consistently.
- Good written and verbal communication skills.
- Understanding compliance and regulatory requirements in the financial services industry is a plus.

### **Why Join Us?**

- Competitive compensation package with performance-based incentives.
- Health, dental, and vision benefits.
- Opportunity to work with a forward-thinking, innovative company at the forefront of financial technology.
- Flexible work environment with the option for hybrid work.
- A collaborative, supportive, and growth-oriented company culture.

Applicants must be authorized to work in the U.S. without the need for employer sponsorship.