

Job Title: Complaints Analyst

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 analytical Complaints Analyst to join our team. In this hybrid role, you will be responsible for investigating, analyzing, and resolving customer complaints in accordance with regulatory requirements and company policies. You will play a key role in identifying trends, recommending process improvements, and ensuring a positive customer experience while maintaining compliance with industry standards.

**Key Responsibilities:**

- Receive, review, and investigate customer complaints across all channels, ensuring timely and accurate resolution.
- Analyze complaint data to identify patterns, root causes, and opportunities for process improvement.
- Collaborate with internal teams-including Operations, Compliance, and Customer Service-to gather information and coordinate responses.
- Document all complaint investigations, findings, and resolutions in accordance with regulatory and company requirements.
- Prepare regular reports and summaries of complaint trends and outcomes for management and compliance teams.
- Ensure all complaints are handled in compliance with applicable laws, regulations, and internal procedures.
- Assist in the development and delivery of training and awareness programs to reduce complaint volumes and enhance customer satisfaction.

- Support internal and external audits by providing required documentation and responding to inquiries related to complaints handling.
- Recommend and help implement process improvements to prevent recurrence of common issues.

**Qualifications:**

- Bachelor's degree in Business, Finance, Communications, or a related field.
- 2+ years of experience in complaints management, customer service, compliance, or a related role (financial services or FinTech experience preferred).
- Strong analytical, investigative, and problem-solving skills.
- Excellent written and verbal communication abilities.
- High attention to detail and strong organizational skills.
- Ability to handle sensitive information with discretion and professionalism.
- Familiarity with relevant regulations and complaint handling best practices 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.