

Payments Associate

Job Summary

AscendantFX Capital is searching for a payment associate to join the global payments team to help support the company's continued growth. We're looking for a detail-oriented team member to support daily operations and provide excellent customer service. Responsibilities include processing electronic payments, verifying transactions, managing client profiles, and handling FX drafts and cheques. This role also involves liaising with dealers and internal teams, resolving client inquiries, and ensuring compliance with company policies.

Compensation

Salary: \$42,500.00 – \$45,000.00 annually

Job Duties and Responsibilities (including but are not limited to)

- Provide consistent, quality customer service
- Act as front liaison for dealers and middle office
- Build wire templates and set up client web profiles
- Transmit electronic payments via banking channels
- Balance daily branch activities
- Perform cheque exchanges and double check each for accuracy
- Responsible for creating FX Cheques/Drafts for our clients
- Send faxes and emails to clients as required
- Complete and respond to email requests in a timely manner
- Verify daily incoming and outgoing client transactions
- Verify and process online transactions
- Verify Dealer-initiated transaction information against system entries
- Investigate all client, banking, and accounting inquiries
- Follow up and monitor transactional inquiries
- Support other branch team members to achieve goals
- Understand and follow company risk management rules and policies
- Perform all other reasonable duties as requested by management

Qualifications

- 1–3 years of experience in banking, financial services, or a similar operations/customer service role
- Strong understanding of payment processing, wire transfers, and cheque handling

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- Familiarity with foreign exchange (FX) products, cheques, and drafts is an asset
- Proficient in using online banking systems and client management platforms
- Excellent attention to detail and accuracy in handling financial transactions
- Strong organizational and time-management skills
- Ability to investigate and resolve client, banking, and accounting inquiries efficiently
- Clear and professional communication skills (written and verbal)
- Comfortable working in a fast-paced, team-oriented environment
- Excellent computer skills and must be proficient with MS Office
- Legally authorized to work in Canada

Ascendant is committed to fostering an inclusive, accessible environment where all employees and candidates feel valued, respected, and supported. We are dedicated to building a workforce that reflects the diversity of the communities in which we live and serve. Ascendant will provide accommodations throughout the recruitment, selection, and/or assessment process to applicants with disabilities. If selected to participate in the hiring process, please inform us of any accommodations you may require to ensure your equal participation.