

Payments Investigator

Job Summary

Ascendant is a global provider of international business to business payment solutions based in Canada with operations in US and UK. We are seeking a Payments investigator to manage high-volume payment and treasury operations, including resolving complex payment inquiries, coordinating with banking partners, and ensuring accurate processing of transactions such as cancellations, recalls, and foreign exchange exposures. The role also involves monitoring cash activity, reconciling accounts, approving payments, and identifying opportunities to reduce recurring client issues.

The ideal candidate is analytical, highly organized, and capable of independently handling complex financial cases while delivering strong internal customer service and collaborating effectively with banking partners. This role is based out of downtown Toronto and is required to be in office 4 days a week.

Compensation

Salary: \$50,000.00 – \$55,000.00 annually

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

- Provide consistent, quality internal customer service to our dealers to facilitate an effective resolution to customer inquiries.
- Communicate with our banking partners to analyze and resolve payments queries, including cancellations, recalls, returns and traces
- Responsible for independently managing and processing large volumes of assigned cases to gather relevant data, draw conclusions and present solid recommendations
- Handling investigations relating to more complex and sophisticated cases
- Actively identify and reduce recurring client inquiries
- Maintaining foreign exchange exposures, within limits
- Support ad hoc information requests by gathering, analyzing, and delivering accurate data in a timely manner.
- Prepare and post accounting entries, ensuring accuracy and compliance with internal policies and financial controls.
- Collaborate and liaise effectively with cross-functional departments to resolve issues and support business operations
- Entering and posting counterparty trades
- Provide consistent, quality internal customer service to our dealers in order to facilitate an effective resolution to customer inquiries.



Qualifications & Requirements

- Post-Secondary education in Finance, Business Administration, or a related field
- Strong understanding of payment processes, cash management, and bank reconciliations
- Knowledge of foreign exchange (FX) products, including spot, forwards, and options, is an asset
- Experience working with banking partners and handling payment investigations (e.g., recalls, returns, traces)
- Excellent analytical and problem-solving skills with the ability to manage large volumes of data and cases independently
- High attention to detail and accuracy in a fast-paced environment
- Excellent and professional written and verbal communication skills
- Proficiency in Microsoft Office (especially Excel and Outlook)
- Positive attitude, eagerness to learn, and ability to take initiative in a team-oriented environment
- 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.