



Are you passionate about ensuring secure online interactions and delivering exceptional customer experiences?

## WHY ZEALID?

Are you passionate about ensuring secure online interactions and delivering exceptional customer experiences? ZealiD, a leading player in identity verification and qualified electronic signatures, is seeking a dynamic and detail-oriented Identity Operations Specialist to join our team. If you're ready to contribute to the future of secure digital identity solutions, this opportunity is perfect for you.

### Responsibilities:

As an Identity Operations Specialist, you will play a pivotal role in our mission to provide seamless identity verification and electronic signature services. Your responsibilities will include:

- Handling identity operations to ensure smooth processes.
- Engaging with customers through various channels, including phone calls, emails, and live chats, to address inquiries, and resolve issues.
- Upholding our commitment to service excellence by maintaining a high level of quality in every interaction.
- Collaborating closely with the team to tackle challenges, share insights, and optimise our operations.
- Qualifications:

### To thrive in this role, you'll need:

- Proficiency in English, both written and verbal.
- Previous experience in operations or customer services is an advantage.
- An exceptional attention to detail and a mindset geared towards security and compliance.
- The ability to take ownership of tasks, contribute effectively within a team environment.

### What We Offer:

In joining ZealiD, you'll be part of a dynamic and forward-thinking team that values innovation, excellence, and collaboration. We provide a supportive work environment that encourages personal growth, skill development, and the opportunity to make a meaningful impact on the future of digital identity solutions.

### Working hours:

We offer both part-time (20-30 hours/week) and full-time positions.

Then join us and be part of the solution - [jobs@zealid.com](mailto:jobs@zealid.com)