



PayPal Company Introduction

PayPal is the world's leading open digital payments platform. Fueled by a fundamental belief of Democratizing Finance for Everyone, PayPal is committed to democratizing financial services and combining technological innovation and strategic partnerships to create better ways to manage and move money, and to offer choice and flexibility to account holders when sending payments, paying or getting paid, empowering people and businesses to join and thrive in the global economy.

PayPal was founded in California in 1998 and was acquired by the international trading and e-commerce platform eBay in 2002 as its wholly-owned subsidiary. In July 2015, PayPal separated from eBay to become a separate publicly traded company and listed on NASDAQ under the ticker symbol "PYPL". It is currently valued at US\$70 billion. PayPal was ranked 52nd among the "Top 100 Most Valuable Global Brands" in 2017.

As an industry leader in technology platform and digital payments, PayPal has acquired mobile payment platform Braintree and its mobile app Venmo, international cross-border payment company Xoom, mobile payment startup Paydiant etc. to improve the user payment process, further extend service coverage, as well as continue leading the industry development through increasing and diversified channels.

Currently, our 237 million active account holders and 18 million merchants are using PayPal services to join e-commerce businesses and physical trading worldwide. Available in more than 200 markets around the world, the PayPal platform enables consumers and merchants to receive money in more than 100 currencies, withdraw funds in 56 currencies and hold balances in their PayPal accounts in 25 currencies. In 2017, PayPal has processed a total of 7.6 billion transactions amounting to US\$451 billion in 2017, including 2.7 billion mobile payment transactions amounting to US\$155 billion.

PayPal's corporate headquarters are located in San Jose, California, United States, and its international headquarters are in Singapore. It has seven operations centers across the world including one in Shanghai.

PayPal China

PayPal currently provides cross-border payment services for Chinese account holders via PayPal Pte. Ltd based in Singapore. In addition, PayPal established PayPal Information Technologies (Shanghai) Co., Ltd. in 2004. The company's main operations include technical services and market/economic information consulting services. PayPal Network Service (Shanghai) Co., Ltd. was established in 2015 and it is mainly responsible for follow-up customer services. The physical registered addresses of the two legal entities are both in

China (Shanghai) Pilot Free-Trade Zone, Shanghai.

For more information on PayPal, visit <https://www.paypal.com/about>.

For PayPal Holdings, Inc. financial information, visit <https://investor.paypal-corp.com>

JOB DESCRIPTION

JOB TITLE: Protection Services Specialist / Executive

ORGANIZATION: Global Operations

DEPARTMENT: Financial Services Operations

I. POSITION OVERVIEW

As an Agent within Protection Services, your primary responsibilities will be assisting buyers and helping to resolve their seller dispute inquiries. By utilizing the latest in modern communication and technology tools, and your knowledge of the buyer and seller protection policies, you will complete reviews and resolve claims in a timely and accurate manner. As a frontline representative, you will be the primary point of contact for our customers – it is imperative that you help provide them with predictable, compassionate, and timely resolution to their questions and inquiries. An Agent within Protection Services exhibits strong communication skills, excels at customer interaction, exhibits creativity and skill in delivering practical solutions, and thrives in a collaborative team environment.

II. CORE DUTIES

- Reviewing and attaching customer responses to claims filed against them or on their behalf. (5%)
- Completing or cancelling pending reversals when appropriate. (5%)
- Restricting accounts when appropriate. (5%)
- Closing of claims filed through PayPal's Consumer Protection Policies. (70%)
- Escalating appropriately to Fraud Investigations. (5%)
- Review limited PayPal accounts and determine the legitimacy of the account and account holder. This also includes determining cases that need to be resolved by the customer to lift their Limited Access. (10%)

III. COMPETENCIES

- Customer Focus
- Drive for Results
- Problem Solving
- Decision Quality
- Time Management
- Functional / Technical Skills

IV. JOB REQUIREMENTS

- Strong verbal (phone) communication skills utilizing active listening and clearly speaking to customers
- Strong written (email) communication utilizing proper grammar and punctuation
- Ability to make discretionary decisions based on research
- Ability to function in multiple queues covering a variety of tasks with a sense of urgency and follow-through
- Ability to learn and adapt to new software technologies
- Strong working knowledge of external systems, PC based internet and software applications (Internet, Microsoft Office - Outlook, Word, Excel)

- Basic Knowledge of internal systems and software (Kana, Intranet, Admin Tools, Attack)

V. POSITION SCOPE DETAILS

This job role can exist at different grade levels based on a set of expectations and an individual's demonstration of these expectations. Differences between grades are determined by acquired / demonstrated skills and competencies along with overall performance in the role. The above statements are intended to describe the general nature of work being performed within the role. They are not intended to be construed as an exhaustive list of all the responsibilities, duties, and skills required, nor be the entire list of behaviours or expectations for which one may be measured upon within the performance review process. Employees will be required to follow any other job-related instructions and to perform any other job-related duties requested by their supervisor. Additionally, Individuals need to be able to work any shift within a 24 hour period Monday through Sunday.

If you are interested in this intern job, please send your resume to:

haiyma@paypal.com or chrzhou@paypal.com.

If you have any queries, please feel free to contact us.

Working environment:







