Job Profile: Technical Support Rep

FLSA Status: Non-Exempt

Position Summary:

The Technical Support Representative is responsible for answering the inquiries of merchants in a high-volume, fast paced call center. They are required to satisfy merchants and maintain an excellent image for the company. The Technical Support Representative supports and provides superior service via phones, e-mails and faxes as a receiver and caller using probing questions and listening skills that pillar effective telephone communication. They understand the impact of attitude in handling calls professionally and use the most appropriate means to communicate with different behavior types on the telephone. Having the ability to apply a high level of elements to build a positive rapport with different types of merchants and use proper etiquette to satisfy various situations effectively controlling different scenarios.

Key Responsibilities:

- Answer inbound customer calls professionally while providing prompt, accurate information; route calls to appropriate departments/employees
- Helps resolve customer complaints, ensuring that problems can be resolved in a timely manner, and following up with customers issues when necessary.
- Meet Statistical Requirements for the shift and maintain an acceptable call quality monitor score
- Build and edit download files
- Familiarity with procedures and functions for all supported terminals
- Complete wireless activations and issue Datawire id's
- Provide support for mobile applications
- Additional Responsibilities as assigned or requested by management.

Key Competencies:

- Excellent Telephone Etiquette.
- Knowledge of Microsoft and relevant computer applications/systems.
- Excellent written and verbal communication skills.
- Excellent Analytical Skills
- Excellent Organizational skills

Experience and Education:

- Bachelor's Degree Preferred or equivalent industry experience.
- Knowledge of the Payment Card Industry a plus.
- Customer Service/call center experience.

Employee Signature:_____ **Date:**_____ **Manager Signature:**_____ **Date:**_____

Job Profile: Customer Service Representative Level 1 **FLSA Status: Non-Exempt**

Position Summary:

The Customer Services Representative is responsible for answering merchant inquiries in a high-volume, fast paced call center environment. They are required to meet/exceed merchant expectations and maintain an excellent image for the company. By leveraging probing questions and effective listening skills, the Customer Service Representative will provide superior customer service via phone, e-mail, and fax. This position is required to handle all forms of telephone etiquette such as: call transfers, message taking, call backs, holds, interruptions, and unintentional disconnects. The position will display the highest degree of professionalism and courtesy when speaking with and supporting all customers.

Key Responsibilities:

- Answer inbound customer calls professionally while providing prompt, accurate information; route calls to appropriate departments/employees.
- Per day answer 50 call and submit 50 tickets
- Meet Statistical Requirements for the shift and maintain an acceptable call quality monitor score
- Educate customer regarding various company products/services.
- Relies on instructions and pre-established guidelines to perform the functions of the job.
- Helps resolve customer complaints, ensuring that problems can be resolved in a timely manner, and following up with customers issues when necessary.
- Additional Responsibilities as assigned or requested by management.

Key Competencies:

- Excellent Telephone Etiquette.
- Knowledge of Microsoft and relevant computer applications/systems.
- Excellent written and verbal communication skills.
- Excellent Analytical Skills.

Experience and Education:

- Bachelor's Degree Preferred or equivalent industry experience.
- Knowledge of the Payment Card Industry a plus.
- Customer Service/call center experience.

Employee Signature:_____ **Date:**_____ **Manager Signature:**_____ **Date:**_____

Job Profile: Risk Analyst **FLSA Status: Non-Exempt**

Position Summary:

Mitigate losses to the organization by monitoring merchant daily deposits and conduct investigation on suspicious/fraudulent type activities. Evaluate merchant processing outside of approved parameters.

Key Responsibilities:

- Monitor daily Risk Queue for parameter violations and suspicious activity.
- Divert funds and conduct evaluations on merchant accounts that pose a risk to the organization.
- Analyze credit and other financial information.
- Make decisions on required reserve amounts and payback amounts.
- Handle account closures.
- Heavy inbound and outbound calls.
- Educate merchants on processing guidelines and security measures.
- Other duties as assigned.

Key Competencies:

- Extremely organized and detail oriented.
- Excel in a fast pace environment and ability to meet deadlines.
- Able to handle multiple tasks simultaneously.
- Dependable with strong follow through skills.
- Ability to handle difficult phone calls and remain calm and courteous under pressure.

Experience and Education:

At least 1 year experience in banking/bankcard and customer service.

Employee Signature:_____ Date:_____ **Manager Signature:_____ Date:_____**