



Director, Payments Operations (Merchant Services) – Reston, VA or Remote

FrontStream Payments is seeking a **Director, Payments Operations**, to join our growing team.

Company Overview:

FrontStream Payments, a leader in trusted, integrated payment solutions, processes billions of dollars in transactions annually for thousands of companies across key industry segments such as home healthcare, education, nonprofit, and home services. FrontStream Payments is a division of FrontStream, a pioneer in fundraising and donation processing solutions with its Panorama platform that helps more than 10,000 charities and companies raise billions for causes and communities. FrontStream is owned by the global investment firm Marlin Equity Partners, which has over \$6.7b of capital under management.

Position Overview:

This position is responsible for managing several of the FrontStream Payments operational roles.

Key responsibilities include but are not limited to:

- Key point of contact and ongoing management of our largest acquiring partners in the U.S. and Canada, including TSYS, Fiserv/First Data, Wells Fargo and Elavon
- Managing new merchant underwriting and onboarding of clients
- Responsible for managing merchant and transactional fraud and risk within the portfolio
- Primary point of contact and ongoing management for our BIN sponsors in the U.S. and Canada
- Responsible for compliance and oversee the completion of annual audits with the card brands, acquirers, and banks
- Overseeing the residual calculation and payout process
- Defining and documenting business processes for all aspects of the merchant services business, including merchant applications, underwriting, fraud prevention and service-related issues
- Key individual responsible for managing and rolling out all annual card brand pricing changes throughout the portfolio
- Management of IRIS CRM, our merchant services platform
- Oversee portfolio and merchant profitability
- Work closely with other functional departments throughout the company, including product, IT/Dev, product, finance, marketing, and sales



Required Skills:

- 8-10+ years merchant services experience in an operational role
- 5+ years' experience managing and growing an operational team
- In depth understanding of all aspects of the payments industry
- Experience managing large acquirer relationships (TSYS platform/systems experience is mandatory)
- Proven track record for managing portfolio risks (both merchant and transactional) and knowledge of 3rd party fraud tools and services

Desired Skills:

- Strong understanding of payment rules, regulations, and industry standards
- A team player who can also function well independently
- Experience with IRIS CRM preferred
- Has worked in a small/medium sized payments company with limited staff and resources
- Demonstrated project management skills and excellent verbal/written communication skills
- Knowledge of Microsoft Office
- Bachelor's degree in business or related field

The company is headquartered in Reston, VA with offices in Toronto, ON and West Melbourne, VIC, Australia.

Interested candidates should send their resume and references to: careers@frontstream.com with "**Director, Payments Operations (Merchant Services)**" in the subject line. No phone calls please.

FrontStream is an equal opportunity employer. The successful applicant will have proven eligibility to work in the United States.

HYPERLINK

"<http://www.frontstream.com/>

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