

**Merchant Support Representative - Remote**

**Frontstream Payments, a leading provider of payment services to merchants in the U.S. and Canada, is seeking an experienced Merchant Support Representatives to join our Merchant Service Support team.**

**The scope of this position includes assisting merchants in all aspects of the credit card processing business, including questions regarding statements, rates & fees, deposits and POS and Virtual terminal functionality.**

**Responsibilities include-**

- **Troubleshooting and resolving customer issues; providing terminal technical assistance**
- **Answering merchants' inquiries about deposits, batches, statements, billing, and reconciliation**
- **Providing phone and email support for all aspects of our merchants in a professional, courteous manner.**
- **Providing escalation assistance to merchants regarding account issues, and acting as liaison between merchants, FrontStream departments and third-party service providers.**
- **Successful candidates will possess the skills necessary to take ownership of a problem and see it through to its conclusion, while providing our merchants with quality customer service every step of the way.**

**Qualified Candidates must have-**

- **1-2 years' experience in the Merchant Payment Processing industry**
- **Knowledge of Frontend and Backend processing networks**
- **Ability to work independently at a quick pace to meet SLA's, while providing excellent customer service.**
- **Be tech savvy, with strong math skills, excellent verbal and written communication skills and the ability to work as a team player and multitask in a fast-paced environment.**
- **The ability to reconcile fees and deposits a must. Knowledge of Microsoft Office required.**

- ***Experience with deploying both POS Terminals and Virtual Terminals/Payment Gateways.***
- ***Flexibility to work outside of normal business hours, including after-hours and weekends to best serve our clients.***

*Frontstream Payments offers a competitive salary and benefits package.*

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