

## **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 in a remote position.

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 competitive salary and benefits package. Interested candidates should send resume and references to: [careers@frontstream.com](mailto:careers@frontstream.com) with "**Merchant Support Representative-Remote**" in the subject line. No phone calls please.