



## Customer Care Representative

Element Payment Services is a leading technology company that offers PCI DSS compliant processing solutions to software providers and merchants. Our success is a result of our team members who share a passion for service and a commitment to excellence.

Part of our business is to deliver exceptional service to our clients. We're looking for a talented Customer Care Representative to join our company. We're a great company with a lot to offer a hard working, motivated individual.

### **Basic Functions**

- Identify and resolve customer service and technical support incoming phone calls
- Effectively resolve inquiries while following customer service and technical support policies and procedures
- Support inquiries and troubleshooting techniques related to terminal support, billing and statement questions, rate analysis, batch verification, terminal troubleshooting, file builds, downloads, various POS hardware & software solutions, password resets and ISO & Partner referrals
- Perform merchant retention activities as needed
- Educate merchants on products & services supported by EPS
- Accurately record and track all merchant related calls into CMS system
- Educate merchants on online tools and other resources for self-service including password resets
- Act as a SME to assist new hires and peers with issues, questions and concerns
- Properly track productivity and meet monthly with manager to review and discuss progress
- Support team in maintaining SLA's for the department.
- Meet performance standards by maintaining a favorable rating in Call monitoring scores
- Maintain positive productivity/performance results in call volumes, abandonment rates, average speed of answer
- Participating on outbound call campaigns and non-phone related tasks

### **Skills/Requirements**

- 1+ years experience in a Technical Support and Customer Service call center environment with customer problem resolution
- Previous experience in Credit/Debit card and/or a financial institution with an acquiring bank, processor, or a ISO
- Good verbal, written and organizational skills
- Must possess a good technical aptitude and ability to multi-task
- Team player, good interpersonal skills with a high degree of initiative