

JOB DESCRIPTION

JOB TITLE: DISTRIBUTOR SUPPORT SPECIALIST
DEPARTMENT: DISTRIBUTOR ADVISORY SERVICES
REPORTS TO: VP, DISTRIBUTOR ADVISORY SERVICES
FLSA STATUS: EXEMPT

Summary

The Implementation Support Specialist is responsible for EBPP site set up and support activities required to board new billers and distributors on our platform. You will assist and work with various teams within Transactis, and our external Distributors, to deliver an outstanding customer experience in the construction of new BillerIQ web and IVR EBPP payment sites.

Essential Duties and Responsibilities

- Support Distributor implementation teams in setting up and configuring new BillerIQ web and IVR EBPP payment sites.
- Act as a subject matter expert and consultant in support of the Distributor implementation team.
- Provide guidance to the Distributor on how the payment site is to be configured in order to satisfy the biller's business requirements.
- Coordinate with other team members to complete project deliverables.
- Attend ad hoc meetings/conference calls with clients in support of planning or to resolve issues.
- Attend regularly scheduled conference calls with clients in order to provide status updates.
- Work with the Project Manager to deliver a complete Distributor integration solution.
- Contribute to process improvement efforts that lead to increased efficiency and effectiveness.
- Perform general site testing and check-out tasks where appropriate to prevent issues at go-live.
- Take full ownership for implementation success
- Troubleshoot and quickly resolve issues associated with implementations.
- Complete billing profile for new billers and support other post-live activities.
- Exercise testing and certification activities in support of change control process.

Education and Experience

- Bachelor's degree preferred.
- Requires a minimum of 2 years of experience in a client-facing implementation, software deployment, project coordination or technical support role
- General knowledge of credit card and ACH processing requirements and systems preferred
- General knowledge of the financial and/or banking industry.
- General knowledge of software platforms and operating systems.

Skills and Competencies

- Strong verbal and written communication skills
- Ability to serve as a liaison between technology and business teams
- Strong technical and analytical skills
- Capacity to quickly learn system functionality and internal processes
- Critical thinking and problem solving skills
- Demonstrated customer service skills
- Ability to handle multiple concurrent projects in a fast, rapidly changing environment
- Works effectively in a team environment and builds positive rapport and trust
- Track record of showing initiative and driving process improvements
- Willingness to go beyond what is required to ensure a positive customer experience
- Proficiency in MS Office (Outlook, Word, Excel, and PowerPoint)
- Ability to comprehend technical information and communicate in non-technical terms.
- Able to meet aggressive deadlines.
- Must be a self-starter, able to work under limited supervision, and willing to learn and increase knowledge.

To apply, please send resume to careers@transactis.com