

JOB TITLE: DISPUTE RESOLUTION MANAGER

Description:	The Dispute Resolution Manager supports the Chargeback Department in managing the day to day administrative tasks and organise the team in performing daily monitoring activities.
Duties and responsibilities:	<ul style="list-style-type: none"> • To handle queries relating to prospective and existing merchants, in an array of possible manners, ensuring that a good relationship is constantly maintained with all customers, whilst ensuring the provision of a quality service. • Manages team members to perform tasks related to disputes, developing and providing coaching to them to deliver KPI's. • Ensure adherence to company policy and procedures • Attend management and other meetings when CRO is not available/as requested. • Weekly Planning for the team members, attending probation meeting for the members. • Creation of internal and external Guides/ presentation/ training material as required. • To handle the dispute process according to Card Scheme operating standards and deadline in order to increase recovery ratios and minimise losses. • To contribute to the general running of the department, which may include monitoring, effecting data mining, collection of statistics, ad hoc exercises, User Acceptance Testing and any other task considered necessary to serve the exigencies of the Chargebacks Department. • Assisting/Substituting peers as considered necessary. • The position will carry autonomy within the defined parameters, and the post-holder will be encouraged to take responsibility for chargeback case administration. • System testing, participate in cost cutting projects and ad hoc projects with System providers (as required)
Experience and Qualifications	<ul style="list-style-type: none"> • Good working knowledge of Visa and MasterCard chargeback regulations • Knowledge of card scheme operating regulations • Proficiency in Microsoft Office; Word, Excel & PowerPoint
Skills:	<ul style="list-style-type: none"> • Knowledge of card business principles • Basic knowledge of Visa and MasterCard regulations and operating rules preferred. • Proficiency in Microsoft Office; Word, Excel & PowerPoint • Detail oriented with good organizational skills • Conscientious, reliable and hardworking and able to work unsupervised • Analytical skills to identify and assess potential security issues • Good communication skills and high standard of written/verbal communication is essential • Must be able to work to a high level of accuracy • Be able to work under pressure to meet tight reporting deadlines
How to apply:	Please send your CV to our Talent Acquisition team at hr@acquiring.com

About us: Secure Trading Financial Services (STFS) trading as **acquiring.com**, has over the past years established itself as a trusted acquirer. Licensed and regulated by the Malta Financial Services Authority (“MFSA”) to provide payments services across Europe. As principal member of Visa and MasterCard, acquiring.com can offer a truly end-to-end payment solution to merchants trading online. Ease of implementation and trusted advisory relationship management are at the heart of what acquiring.com can offer to its partners.