



Planet Payment (NASDAQ:PLPM) is a leading provider of international payment and transaction processing and multi-currency processing services. Planet Payment provides services in more than 20 countries and territories across the Asia Pacific region, the Americas, the Middle East and Europe. The Company's point-of-sale, e-commerce and ATM services are integrated within the payment card transaction flow enabling acquiring customers, their merchants and consumers to shop, pay, transact and reconcile payment transactions in multiple currencies, geographies and channels.

Planet Payment is headquartered in Long Beach, New York, and has offices in Beijing, Bermuda, Delaware (New Castle), Dubai, Dublin, Georgia (Alpharetta), Hong Kong, London, Mexico City, Shanghai, Singapore and Toronto.

We have an immediate need for a **Client Services Representative** in our **New Castle, DE** office.

Position Summary

The Representative provides product and service support for Merchants, Banking partners and 3rd Party Relationships. Client inquiries are received via email and incoming calls. Daily tasks include detailed research for transactions, file movement, settlement, chargeback inquiries and POS terminal trouble shooting. Credit Card processing industry knowledge is critical. This is a fast-paced environment where representatives must be able to shift focus quickly while still ensuring that all clients' needs are met within the defined timeframes. Organizational skills, the ability to multi-task and communicate effectively are critical. The Representative is a key player in communicating with our Relationship Managers as well as promoting a professional and knowledgeable image at all times.

Job Responsibilities

- Manage and prioritize incoming client emails and phone calls.
- Track all inquiries via Microsoft Ticketing application, monitoring queues and ticket age throughout the day.
- Utilize various systems, product knowledge and internal documentations independently to identify problem, root cause and resolution.
- Research and resolve issues related to the transaction life cycle. Escalate and work with technical support teams as needed.
- Analyze and interpret data associated with authorization and settlement to determine root cause of problems.
- Clearly and concisely communicate issues, progress and resolutions to clients and internal management staff.
- Ensure timely resolution adhering to all compliance policies, card association rules and department procedures.
- Accountable for managing departmental support functions related to government and card association reports.
- Organize inquiries, training materials and client data in email folders throughout the day.
- Participate in an on call rotation on a routine basis. Provide US Holiday coverage when business needs dictate.

Job Requirements

- Minimum of 2 years of experience in a payment processing or banking environment.
- Bachelor's degree (B. A.) or equivalent from 4 year college or four years related experience or equivalent combination.
- Must be able to skillfully analyze and evaluate client inquiries using web applications, reports and card transaction data.
- Must have a working knowledge of bank card authorization, settlement & clearing, Interchange and dispute resolution.
- Business to business support experience with demonstrated leadership skills for getting results.
- Must be proficient w/ Microsoft Windows, Outlook and Excel.
- Must demonstrate superior organizational and multi-tasking skills in a high-volume environment.
- Excellent written and verbal communication skills.
- Ability to be self-motivated, to establish priorities and be results oriented.
- Must act independently and be assertive, both in research and decision making.
- Written and verbal Spanish skills a plus.

Please send your resume to careers@planetpayment.com with the position title in subject line. Please visit our website at www.planetpayment.com. Planet Payment is not accepting unsolicited assistance from search firms for this employment opportunity.

Planet Payment, Inc. provides equal opportunity employment without regard to an applicant's race, gender, sexual orientation, national origin, age, physical or mental disability, medical condition, religion, marital or veteran status, color, ancestry, citizenship, or any other basis protected by applicable federal, state or local law.