



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, Florida, Georgia (Alpharetta), Hong Kong, London, Mexico City, Shanghai, Singapore and Toronto.

We have an excellent opportunity and an immediate need for a Business Analyst - Operations in our New Castle, DE office.

### **JOB SUMMARY**

The Operations Business Analyst will work within the Business Operations group. This group is responsible for the day to day management and support of the company's core bankcard payment processing services that are provided to many customers internationally. The team's core responsibilities include customer support, portfolio reconciliation and behavior/data analysis, production support and problem solving.

### **JOB RESPONSIBILITIES**

- Act as point of escalation for complex problem analysis and resolution
- Perform data analysis of transaction behavior, identifying and problems and recommending solutions that improve portfolio performance.
- Co-ordinate User Acceptance Testing (UAT) with Clients. Perform platform validation and provide internal sign-off on said testing.
- Act as a liaison between Relationship Managers and Client Relations to provide support to external clients.
- Researching, coordinating and resolving business issues related to processing on the Planet Payment Platform
- Assist with client and/or internal training
- Liaise with other teams to ensure timely problem resolution.
- Field and research escalated merchant and acquirer partner questions related to processing or interchange qualifications.
- Other duties as assigned.

### **JOB REQUIREMENTS**

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required.

- Bachelor's degree or equivalent training and/or work experience. Two years of related experience.
- Must have a minimum of 5 years' experience working within a bank card processing (acquirer/issuer) environment
- Must have a working knowledge of payment card authorization, settlement & clearing, Interchange and Dispute Resolution.

- Must have working knowledge of Card Association cash deposit reconciliation
- Must have working knowledge of Card Association compliance, regulations and release documentation.
- Must have experience with POS terminals, ATMs and ecommerce transaction processing
- Must be very proficient with MS Excel (advanced user).
- Seasoned analytical experience.
- Able to learn new and customized programs
- Strong organizational and multi-tasking skills in a high-volume environment
- Excellent written and verbal communication skills
- Ability to be self-motivated to establish priorities, be results oriented, and work independently
- Must be PC/Windows literate; knowledge of the Internet; knowledge of MicroSoft Applications required.
- Bilingual, Spanish speaking and written skills preferred.

For immediate attention, please send your resume today to [careers@planetpayment.com](mailto:careers@planetpayment.com) with the Business Analyst, Operations title noted in the subject line and please include your salary requirements. Please visit our website at [www.planetpayment.com](http://www.planetpayment.com).

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.

**Planet Payment is not accepting unsolicited assistance from search firms for this employment opportunity.**