

Merchant Support Representative – Reston VA

FrontStream is seeking a **Merchant Support Representative** to join our Reston, VA office.

Company Overview:

FrontStream Payments, a leading provider of payment products and services to merchants in the U.S. and Canada, is seeking a Merchant Support Representative to join our Merchant Service Support team in our Reston, VA office.

Position Overview:

The scope of this position includes assisting merchants in all aspects of the credit card processing business, including questions regarding statements, rates & fees, deposits, products and payment processing equipment.

Responsibilities include:

- Troubleshooting and resolving merchant issues; providing terminal technical assistance.
- Answering merchants' inquiries about deposits, batches, statements, billing, and reconciliation.
- Providing phone and email support for all aspects of our merchants and their account with us.
- Providing escalation assistance to merchants regarding account issues, and acting as liaison between merchants, FrontStream departments and third-party service providers.
- Successful candidates will possess the skills necessary to take ownership of a problem and see it through to its conclusion, while providing our merchants with quality customer service every step of the way.

Position Requirements:

The ideal candidate will have 2+ years' experience providing merchant support in the Payment Processing industry, be tech savvy and eager to learn, with strong math skills, excellent verbal and written communication skills and the ability to work as a team player and multitask in a fast-paced environment. The ability to read and interpret terminal operating instructions and procedure manuals is a must. Knowledge of Microsoft Office required. Associate degree in business, sales or related field preferred.

The company is headquartered in Reston, VA with offices in Cambridge, MA, Toronto, ON and West Melbourne, VIC, Australia.

Interested candidates should send resume, references and salary history to: careers@frontstream.com with "**MS Suppt**" in the subject line. No phone calls please. FrontStream is an equal opportunity employer. The successful applicant will have proven eligibility to work in US.