



## MyRec.com Job Description

### Merchant Onboarding Specialist

**Reports To** Chief Operations Officer

#### Job Overview

A role responsible for the boarding of new clients to the MyRec.com System payment options. As a **Merchant Onboarding Specialist**, you will coordinate a seamless merchant application and approval process for our MyRec.com payment services customers, as well as relaying payment options available to new clients, while helping them make the best decisions on a service choice. You will serve as a liaison between our merchants and our processing partner in order to capture processing account approvals. Additionally, you will work closely with our Onboarding and Customer Services teams to ensure that merchant accounts are approved in advance of software launch dates.

This is a full-time position, focusing on direct client services for merchant services/ payment options onboarding and support. Reviews of performance and responsibilities are performed quarterly. The hours of this remote/telecommute position would be 9am to 5pm Eastern time with a half hour paid lunch. Benefits over the first year include 401k with match, health insurance reimbursement, wellness incentive, flexible days off (inc. all federal holidays), two weeks' vacation, initial equipment such as headset and upgrades.

#### Responsibilities and Duties

- Thoroughly understands our merchant/gateway options available for the MyRec.com system.
- Understands and can implement the application and underwriting process with our associated credit card processors and gateways.
- Confidently communicates payment options to MyRec.com clients and assists them in weighing options.
- Collect required application documentation from merchants.
- Leads the resolution of any merchant setup or configuration issues.
- Understands potential issues and proactively takes steps to avoid or resolve them.
- Works with gateway/payment option representatives to obtain, apply and test API credentials prior to clients accepting payments.
- Serves as the primary point of interface between internal teams and resources, and external vendors, partners and merchants with regard to merchant application and onboarding.
- De-escalate situations involving dissatisfied merchants and patiently offer assistance and support.
- Contributes to and maintains website support documentation and how-to articles.
- Serves as a MyRec.com payments-related products and services expert.



## Desired Traits

- Demonstrated ability to effectively manage complex financial projects
- Demonstrated ability to effectively manage customer escalations
- Expertise in payments-related products and services
- A proven ability to build strong collaborative working relationships with business partners
- Excellent communicator able to convey complex ideas succinctly
- Exceptional customer service skills including patience and empathy
- Critical thinking and problem-solving skills
- Strong computer and multi-tasking skills
- Ability to work independently, manage time effectively, prioritize and take initiative
- Ability to work effectively in a fast-paced, high-volume environment
- Strong attention to detail

## Requirements

- Reliable internet access and computer
- Able to communicate effectively to clients using a variety of tools (email, virtual meetings, etc)

## Qualifications (Preferred)

- College Degree
- 2 years Customer Service experience
- 2 years of experience working with credit card processing, ACH processing, banking or merchant services
- Expertise in relation to credit card processing applications, risk, reserves, and compliance
- Internal applicants must be through the initial probationary period prior to transition

## Compensation and Benefits

- Salary \$45,000.00
- 3% commission on residuals of accounts boarded
  - Paid annually or at time of termination/resignation
- QSEHRA health insurance reimbursement at 90 days of employment
- Wellness Incentive \$300
- Office setup \$300
- Two weeks vacation
- 401k with a match at one year of employment

Send resume and letter of intent to [Carla@MyRec.com](mailto:Carla@MyRec.com).