

# JOB OPENING



## CHARGEBACK SPECIALIST

Founded in 2000, Etix is an international web-based ticketing service provider for the entertainment, travel and sports industries, processing over 50 million tickets per year in 40 countries. As the largest independent ticketing company in North America, Etix provides flexible and secure online and box office ticketing solutions, integrated digital marketing services and robust e-commerce fulfillment to over 4,100 venues, theaters, arenas, festivals, fairs, performing arts centers and multi-use facilities. Rockhouse Partners is Etix's in-house digital marketing agency that provides marketing solutions exclusively for Etix clients.

### POSITION OVERVIEW

**Company:** Etix

**Position Title:** Chargeback Specialist

**Position Location:** Morrisville, North Carolina

**Position Status:** Full-time

For this position we are seeking a highly detail-oriented person who plays a critical role in the Chargeback and Fraud Department. You are responsible for submitting dispute claims to the payment processor without error, in addition to maintaining company documentation. Specialists are expected to work efficiently with minimal supervision to meet goals and deadlines. It is important to understand the scope and impact of chargeback fraud and friendly fraud and report unusual activity to department managers. You will have knowledge of commonly-used concepts, practices, and procedures within the field and experience in quality assurance.

Challenges will be addressed collaboratively by the team with a balance of optimism, data and realism. The ideal candidate will be part of the solution and will be challenged to deliver at a very high level.

### RESPONSIBILITIES

- ▶ Follow guidelines and best practices set forth to minimize losses for credit card chargebacks.
- ▶ Analyze, reconcile, and respond to chargeback transactions
- ▶ Provide a high level of service to our customers while maintaining service levels and mitigating risk
- ▶ Recommend practices to increase the effectiveness and efficiency of chargeback activity.
- ▶ Research and investigate high-risk transactions across all payment channels. Analyzes patterns to identify and prevent probable fraud.
- ▶ Maintain the case management system for all chargebacks, and up-to-date and accurate information for accounting.
- ▶ Ongoing monitoring of rules performance to ensure that agreed risk levels and positive customer experience are maintained.
- ▶ Provide current documentation to clients regarding their cases.
- ▶ Provide support to team managers.
- ▶ Maintain knowledge of chargeback related issues and how to effectively communicate with agents and merchants for resolution
- ▶ Respond to a variety of members/internal service phone calls and emails, answers questions, and resolves problems
- ▶ Communicate chargeback resolution and corrective actions to stakeholders
- ▶ May compile aggregate statistics on chargebacks for use by the company in identifying patterns and improving customer service

## SKILLS/EXPERIENCE REQUIRED

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- ▶ 3+ years experience responding to chargebacks
- ▶ Experience with the First Data / Fiserve chargeback management platform
- ▶ Strong analytical, problem-solving, writing, and communication skills (writing sample required)
- ▶ Familiarity with entertainment ticketing is a plus
- ▶ Attention to detail and organization is a must
- ▶ Ability to multi-task as required and appropriately prioritize
- ▶ Ability to work independently on special projects
- ▶ Basic understanding of risk and controls
- ▶ Record-keeping experience
- ▶ Intermediate Excel or Google Sheets knowledge
- ▶ Must be able to work in a high volume environment in an efficient manner
- ▶ Must be able to recognize and meet a deadline and volume goals (must be results-oriented)
- ▶ Ability to listen to customers and resolve conflict
- ▶ Ability to analyze information, think through difficult problems, and make critical decisions based on limited information

## OTHER INFORMATION

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- ▶ No sponsorship or H1B situations can be accommodated
- ▶ Relocation is not available for this position

**To apply: Email [hr@etix.com](mailto:hr@etix.com) with "Chargeback Specialist" in the subject line. Please include your resume, a concise cover letter explaining why you are a terrific fit for the position, and a writing sample.**

*Etix provides equal employment opportunities (EEO) to all employees and applicants for employment without regard to race, color, religion, gender, sexual orientation, gender identity or expression, national origin, age, disability, genetic information, marital status, amnesty, or status as a covered veteran in accordance with applicable federal, state and local laws. Etix complies with applicable state and local laws governing nondiscrimination in employment in every location in which the company has facilities. This policy applies to all terms and conditions of employment, including, but not limited to, hiring, placement, promotion, termination, layoff, recall, transfer, leaves of absence, compensation, and training.*