

## **Assistant VP, Client Services**

Position Purpose: This position will be responsible for administering the policies of Member Access Processing and ensuring customer service is provided by staff in a way that it will meet expectations. The AVP, Client Services will administer performance management by diagnosing improvement opportunities, providing effective feedback, coaching, training, professional development, and corrective action. They will perform quality checks, develop and review performance reports, identify areas to improve, and implement measures to improve performance. The AVP will lead workflow distribution and management to ensure service levels are consistently met and resolve complex escalated client concerns and disputes.

Manage day to day operations for delivering consistently excellent customer service over the phone and in writing, navigating systems, procedures, and other resources to provide accurate and timely resolution to customer inquiries, and documenting problem resolution and customer contact.

### **Responsibilities**

- Develop, solidify and maintain strong account relationships that result in highest client loyalty scores as reflected in periodic surveys.
- Identify opportunities for operational improvements.
- Facilitate client and staff education on products and services.
- Serve as a subject matter expert on operational matters, engage technical resources or product management as needed to address specific issues or problems.
- Proactively manage event communications with the client and develop action plans.
- Identify, analyze, and resolve complex issues without supervision using various fraud tools, applications, and systems. Develop, implement, and improve comprehensive fraud detection strategies and authorization decision rules that balance fraud loss reduction, costs, and customer experience.
- Create and present reports for the purposes of identifying growth and gauging rule performance and effectiveness.
- Manage non-routine, complex processing and change requests, as well as short term tactical and strategic customer initiatives.
- Act as the Project Lead for various initiatives - both internal and external - using Project Management best practices and skills.
- Proactively identify operational opportunities to increase service quality or efficiency.
- Work in a consultative role with senior management including CEO and project teams to ensure business requirements are met.
- Maintain thorough understanding of payment processing card industry, card processing systems and subsystems, and/or related in-house applications, and a primary understanding of system parameters, regional ATM networks.
- Prepare and maintain detailed project plans, status reports, and issue logs.
- Resolve escalated client cardholder questions for staff regarding the processing of disputes, fraud, card personalization, and all credit/debit cards inquires.

- Assist the Sales Team in negotiation of contracts with client and internally, as needed.
- Identify opportunities and assist in development and execution of strategies and account plans that support client to increase sales volume, market share, and achieve/exceed defined product and corporate objectives; Consult and advise clients on how to maximize their return on assets and, in turn, revenue to Member Access Processing.

#### Qualifications

- Business degree required / equivalent work experience
- Minimum (5) years customer service and/or business experience required.
- Professional knowledge and experience in “card” programs (credit cards, debit cards, merchant activity, etc.) required.
- Five (5) years management experience required. Excellent time management, organizational and planning skills are essential.
- Ability to comprehend and translate complex technical issues and apply to business solutions.
- Able to set priorities, influence others, and manage customer expectations.
- Demonstrated success in customer relationship management.
- Self starter with a demonstrated ability to achieve results as part of an effective team, and ability to effectively prioritize and multi-task under deadlines.
- Excellent verbal, written, presentation and interpersonal skills are required.
- Project management skills required.
- Proven facilitation, prioritization, decision-making and conflict resolution skills; ability to track and control activities in a fast paced environment while managing multiple projects and tasks.

**Note:** Job descriptions are not intended, and should not be construed to be exhaustive lists of all responsibilities, skills, efforts, or working conditions associated with a job. They are intended to be accurate reflections of those principal job elements essential for making decisions pertaining to compensation