



## Payments Coordinator

This position will work closely with the VP, Head of Payments to optimize and manage the day-to-day activities of Clarien's Payments business.

### Primary Responsibilities:

- Provide industry leading support to our growing merchant portfolio with problem solving and technical support capabilities
- Work with Commercial Banking and Operations and other internal service providers that support the merchant acquiring program to ensure adequate, timely and reliable support for existing and net new business entities
- Consult with businesses to ensure that they are using a secure and robust payment solution
- Manage the merchant boarding process with our Processor, local and international vendors. This includes conducting end-to-end user experience testing
- Assist with technical support issues that may arise with our third party software and hardware POS and e-Commerce providers
- Manage merchant queries and assist with the remediation of processing incidents
- Review and manage communication for all exceptions and merchant verifications
- Manage and update the merchant sales pipeline and distribute to internal stakeholders
- Assist with the compilation of merchant processing data and distribute information to key stakeholders
- Assist with compilation of merchant acquiring procedures ensuring that amendments are updated
- Assist with conducting UAT for new product and services with internal and external payment vendors
- Any other duties as may be reasonably requested.

### The successful candidate must have:

- Education: Bachelor's degree required in Engineering, Technology, Business Administration or Banking
- A minimum of two years' experience in acquiring and the Financial Services industry
- Sound knowledge of MasterCard and Visa acquiring rules and regulations
- Must be able to effectively communicate and present information to clients, managers and team members
- Have strong PC skillset, the ability to adapt to a busy payments environment and accommodate short turn-around timeframes for implementation
- Strong organizational skills, analytical and problem solving skills
- Must be able to interpret data, problem-solve and have the ability to complete tasks with minimal supervision
- Must be proficient in Microsoft Suite, particularly Excel.

Clarien is an equal opportunity employer and offers a competitive compensation package commensurate with qualifications and experience.

Please submit a detailed cover letter and résumé no later than January 15<sup>th</sup>, 2021 to:

**Human Resources Department**  
**19 Reid Street, Hamilton HM 11**  
**P.O. Box HM 665, Hamilton HM CX**

**Email:** [jobs@clarienbank.com](mailto:jobs@clarienbank.com)

**Fax:** + 441 296 7701

[www.clarienbank.com](http://www.clarienbank.com) | 441 296 6969

Head Office: 19 Reid Street, Hamilton HM11, Bermuda | Paget Plaza: 161 South Road, Paget DV04, Bermuda

We sincerely thank all applicants for their interest. Only those candidates under consideration will be contacted.

Clarien Bank Limited through its wholly owned subsidiary companies is licensed to conduct bank, investments and trust business by the Bermuda Monetary Authority.