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# Example of Back Office Manager Job Description

Our company is growing rapidly and is searching for experienced candidates for the position of back office manager. If you are looking for an exciting place to work, please take a look at the list of qualifications below.

## Responsibilities for back office manager

* Monitor and analyzepayment activity and report findings to PayNow Leadership
* Monitordaily payment activity to ensurepayments are received and funded to clientswithin specific timeframes
* Identify,research, and resolve paymentprocessing transmissionerrors that may occur between acquired PayNow, PayNow subsidiaries, and credit card processing Acquiring Vendors
* Develop,propose, and manage procedures to reduce fraudulent payment returns
* Assess potential policy violations,anomalies, threats, and vulnerabilities in order tomitigate risks to payment processing systems
* Partner withInformation Technology (IT) department to achieveimproved payment processing control and integratefraud screening instruments to reduceassociated payment acceptance risks
* MonitorOffice of Foreign Assets Control (OFAC) international applicant screeningprogram and participate in companywide OFAC compliance controls
* Managemerchant card processing account openings,closings, and maintenance
* Calculatemonthly fraudulent payment return rates and identifyClients with higher fraud return rates
* Addressescalated issues and create solutions forresolution in a timely manner

## Qualifications for back office manager

* Demonstrated ability to work both independently and in a team and deliver quality work on time
* Individual must be a “hands on” contributor
* Able to multi-task, demonstrate creativity, and be flexible to handle responsibilities beyond the core job
* Charles River system experience an asset
* Strong interpersonal skills and an ability to work very collaboratively
* 7+ years of experience in bank capital markets as a business analyst with experience relating to Middle Office and Back office system implementations