



Example of Chargeback Analyst Job Description

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Our innovative and growing company is hiring for a chargeback analyst. Please review the list of responsibilities and qualifications. While this is our ideal list, we will consider candidates that do not necessarily have all of the qualifications, but have sufficient experience and talent.

Responsibilities for chargeback analyst

- Ensure confirmations and reconciliation reports (EDI849 or Excel/PDF) are accurately stated
- Assist CB Supervisor with reconciling and reducing CB deductions on the AR
- Play a key role in testing, validating and implementing the iContracts platform for chargebacks
- Respond to ad hoc requests for CB information
- Assist the CB Supervisor in month-end CB reporting
- Claims Processing (75%) Review and manage multiple queues in support of 200–400 clients
- Gather supporting claim information from the various vendor portals
- Coordinate with the Cash Applications Department for the resolution of claims from the vendors without vendor portals
- Coordinate with various departments for the resolution of claims
- Maintain log of all open claims

Qualifications for chargeback analyst

- Detail-oriented with demonstrated analytical and problem-solving skills
- Ability to recognize non-obvious systems activity patterns
- Excellent customer service skills, organizational skills & communication skills
- Obtain proof of delivery information and provide to vendors as needed
- Participate in other critical projects as assigned by management

