



Example of Chargeback Analyst Job Description

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Our company is growing rapidly and is searching for experienced candidates for the position of 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

- Significant collaboration with our distributor partners to drive change around our chargeback processes in order to facilitate effective end-to-end policies and procedures that will deliver sustainable results
- Assist leadership with creating and implementing governance processes to ensure standardization and efficient chargeback policies, procedures, and processes to harmonize all aspects of chargeback operations with the appropriate flexibility to meet customer/market needs and dynamics
- Support and propose continuous process/system improvement initiatives across the chargeback operations teams such as root cause analysis, error prevention solutions, and distributor settlements
- Resolve chargeback errors in accordance with OLA's and SLA's utilizing advanced technical skills to assist in analyzing outstanding chargeback disputes
- Identify and understand key areas of change management with the ability to recognize and communicate the impact of change to Contract Operations
- Perform business analytics and provide actionable reporting to assist in efficient and accurate chargeback processing
- Collaborate with our Vistex IT partners to ensure the business requirements are supported while ensuring technology functionality and performance appropriately supports contracting activities
- Complete training and remain current in tools and skills related to chargeback processing, internal control procedures, and SOX compliance

practice efficiency and accuracy

- Document any identified gaps in chargeback procedures and work with the team leaders and managers to find resolution

Qualifications for chargeback analyst

- Must have basic proficiency with Microsoft Office programs including Excel, Word and Outlook
- Chargeback Experience a Must
- Degree and Strong math and solid analytical skills are essential
- Efficiently analyze customer master data with regards to timely dispute resolution and Distributor Partner Cross Referencing and the creation and management of Non-Transactional accounts
- Responsible for detecting, preventing and investigating fraud and chargeback losses increasing recovery efforts across multiple product types
- 2+ years of fraud prevention and/or chargebacks related to online credit card fraud / finance or bank related experience is required