



Example of Chargeback Analyst Job Description

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Our growing company is hiring for a chargeback analyst. To join our growing team, please review the list of responsibilities and qualifications.

Responsibilities for chargeback analyst

- Perform monthly reconciliation of all deducting dealers to ensure A/R balance equals the chargeback variance
- Coordinate with the chargeback analyst to ensure monthly deductions match the monthly submitted amount from the distributor
- Assist leadership with creating and implementing governance processes to ensure standardization and efficient chargeback policies, procedures and processes to harmonize all aspects of chargeback reconciliation with the appropriate flexibility to meet customer/market needs and dynamics
- Ability to liaise with other areas of the contract operations organization in order to provide timely and accurate resolution to all chargeback related inquiries
- Create monthly chargeback statements indicating account balances to be distributed to all internal and external partners
- Ensure all chargeback related line items are coded appropriately
- Exercise appropriate controls to minimize accounts receivable exposures and assist in maintaining appropriate DSO's
- Research and resolve all miscoded chargeback line items
- Partner with internal departments, such as the chargeback team, to highlight and resolve open chargeback discrepancies
- Analyze and monitor exception reports to identify possible unauthorized chargeback related deductions

Qualifications for chargeback analyst

- Experience with Microsoft Suite, Salesforce, and Zendesk is a plus but not required
- Manage the ACH payment process
- Manage the Value Plus program to ensure all related balances are properly coded and correct amounts are paid back or deducted for compliance
- Resolve complex issues independently and handle the most sensitive issues with both internal and external customers
- Support and drive continuous process/system improvement initiatives across the organization