



Example of Chargeback Analyst Job Description

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Our growing company is looking to fill the role of chargeback analyst. If you are looking for an exciting place to work, please take a look at the list of qualifications below.

Responsibilities for chargeback analyst

- Maintains CB backup documentation through regular updates of remittance advices, customer portals and hard copy back up documentation to in- house repository
- Charts progress and publishes reporting regarding chargeback metrics & KPI's, year-end comparisons
- As able & directed, support CB Analyst & CB Supervisor by attempting root cause analysis for unauthorized deductions
- Provide necessary documentation, details, and evidence in a timely manner to ensure all recoverable chargebacks are addressed
- Develop chargeback policies and processes to identify and minimize disputes
- Lead external communication with issuing partners to ensure all industry regulations are delivered in chargeback responses
- Collaborate with other team members to standardize internal dispute responses and share best practices
- Maintain strong domain knowledge about chargebacks and fraud
- Investigate individual transactions using internal policies and review methodologies to determine if the transaction are fraudulent or not
- Collaborate with analysts, operations specialists, data scientists and engineering to improve our fraud prevention mechanisms, processes and tools

Qualifications for chargeback analyst

- General understanding of end-to-end commercial contract operations management
- Problem solver with the ability to evaluate key business drivers and develop clear solution recommendations
- Demonstrate proficiency in utilizing data management tools
- Must be able to fluently read, write, speak, and comprehend both English and Spanish languages