



Example of Chargeback Analyst Job Description

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Our growing company is searching for experienced candidates for the position of chargeback analyst. We appreciate you taking the time to review the list of qualifications and to apply for the position. If you don't fill all of the qualifications, you may still be considered depending on your level of experience.

Responsibilities for chargeback analyst

- Research retailer's chargeback claims and determine the validity
- Identify the root cause of the violation and recommend/follow up on corrective action
- Collaborate with sales, production, distribution center, sales, billing and EDI teams for the research, resolution and prevention of the chargebacks
- Determine disputes and reversals of chargebacks and follow ups
- Challenge and negotiate chargebacks with retailers
- Prepare and present chargeback and recovery reports and analytics to management and clients
- Take a lead role in all complex violation chargebacks
- Train the support team
- Minimize potential losses by making decisions on chargebacks cases
- Use appropriate judgment on when to escalate significant issues to management for law enforcement involvement

Qualifications for chargeback analyst

- Previous experience in electronic payment fraud, risk operations, chargebacks, or credit card industry regulations is required
- Requires strong communication and team-work skills
- Ability to develop and maintain positive and cooperative working relationships

- Intermediate experience on MS Access database
- Advance experience on MS Excel