

Operations/Fraud Analyst (Merchant Services) – Reston, VA or Remote

FrontStream Payments is seeking an **Operations/Fraud Analyst**, to join our growing team.

Company Overview:

FrontStream Payments is a trusted industry leader in secure payments and charitable processing and distribution services. A division of FrontStream, a pioneer in fundraising technology solutions, FrontStream Payments securely processes billions of dollars in business transactions and charitable donations annually for certified nonprofits and corporations throughout the U.S. and Canada across a variety of industries, including enterprise solutions, healthcare, education, franchises and more. Its highly secure, PCI level 1 payment processing and distribution platform is built to promote the highest level of compliance and mitigate risks from fraud and data breaches. FrontStream is owned by the global investment firm Marlin Equity Partners.

Position Overview:

This position is responsible for providing operational support for Kount (FrontStream fraud platform), underwriting, risk management, fraud mitigation and other operational duties as needed. The ideal candidate possesses leadership qualities, has a risk/fraud mindset, is highly motivated, a self-starter, and has drive to identify, develop, and improve process workflow with the idea of betterment for the business and customer.

Key responsibilities include but are not limited to:

- Assist with the rollout and ongoing management of the Kount fraud solution to FrontStream internal platforms, as well as external partners and direct merchant relationships.
- Create the Kount SOP and help manage the fraud rules, training of staff and day to day questions.
- Co-manages the reserve release process with Sr. Underwriter; completes risk reviews/tickets on the Merchant Records for requests, sends the necessary documentation to sponsor bank(s) and/or internal departments (i.e. Finance).
- Provides on-boarding and underwriting support, as needed.
- Assist with reviewing daily risk and transactional alerts for First Data, Cynergy, TSYS, and Worldpay processing platforms; remediates, when applicable.
- Assist with investigating merchants with escalated alerts and concerns, notating action taken (i.e. 100% reserve or account termination) within the Merchant Record and completing a risk review, sending to management/executive review if required.
- Closely interacts with Relationship Management when working with managed partners/merchants.
- Conducts special portfolio reviews and projects as assigned.
- Performs other related duties as assigned by management.

Required Skills:

- 3-5+ years merchant services experience in an operational/risk role
- In depth understanding of all aspects of the payments industry
- Experience working with large acquirer relationships and their internal reporting platforms (TSYS, First Data, Elavon)
- Proven track record for managing portfolio risks (both merchant and transactional) and knowledge of 3rd party fraud tools and services

Desired Skills:

- Strong understanding of payment rules, regulations, and industry standards
- A team player who can also function well independently
- Has worked in a small/medium sized payments company with limited staff and resources
- Demonstrated project management skills and excellent verbal/written communication skills
- Knowledge of Microsoft Office
- Bachelor's degree in business or related field

Competencies:

- Analytical: Synthesizes complex or diverse information; Collects and researches data; Uses intuition and experience to complement data; Designs workflows and procedures.
- Problem Solving: Identifies and resolves problems in a timely manner; Gathers and analyzes information skillfully; Develops alternative solutions; Works well in group problem solving situations; Uses reason, even when dealing with emotional topics.
- Written Communication: Writes clearly and informatively; Edits work for spelling and grammar; Varies writing style to meet needs; Presents numerical data effectively; Able to read and interpret written information.
- Business Acumen: Understands business implications of decisions; Displays orientation to profitability; Demonstrates knowledge of market and competition; Aligns work with strategic goals.
- Quality: Demonstrates accuracy and thoroughness; Looks for ways to improve and promote quality; Applies feedback to improve performance; Monitors own work to ensure quality.

FrontStream Benefits:

- Competitive base salary and uncapped commission
- Fun, collaborative, flexible work environment with opportunity for growth
- Health, Dental and Vision Insurance
- Flexible spending account
- Life insurance
- 401(k)
- Generous time-off and 10 paid holidays

The company is headquartered in Reston, VA with an office in Toronto, ON.

Interested candidates should send their resume and references to: fs-recruiting@frontstream.com, with **“Operations/Fraud Analyst (Merchant Services)”** in the subject line. No phone calls please.

FrontStream is an equal opportunity employer.