



Merchant Services Representative

at Bandwango

Murray, UT

Merchant Services Representative (MSR)

Your duties consist of working directly with local businesses in the cities we serve to onboard them into “Things to Do” digital marketing campaigns that our clients develop. Examples include Ale Trails, Attraction Passes, Savings Programs, Golf Passports, and more.

You will be responsible to communicate with a significant number of merchants via email and phone to clarify information they have submitted, request new information, and make updates in our system.

Due to the nature of our business, it is incredibly important that we build relationships with the merchants offering coupons, tasting flights, tours, admissions and more within these local programs.

That being said, we’re looking for a person that can manage multiple conversations concurrently, can respond in a timely manner to incoming emails, write professionally and quickly, and speak professionally over the phone.

Key Responsibilities

Reporting to the Merchant Services Manager, the MSR may be responsible for the following tasks:

- Managing a merchant shared email inbox to respond to a large number of merchant emails answering questions and providing guidance
- Follow up with merchants via phone when a discussion is necessary
- Review merchant information and redemption instructions prior to launch
- Updating and maintaining merchant information into our system and CMS
- Ensuring that obstacles during the onboarding process are handled, either directly or by bringing to the attention of management
- Assist in preliminary underwriting tasks, such as confirming information about a business

Requirements

- 3+ years working in customer service
- Typing speed of at least 40 WPM
- Effective and professional communication skills
- Be able to work in our Murray, UT office

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- Time management skills and the ability to manage multiple projects simultaneously
- Effective management of email inboxes to respond to, delegate, and ensure emails are being processed efficiently and professionally

To apply for this position, please email your cover letter and resume to Kimmy Peters, Merchant Services Manager, at kimmy@bandwango.com.