



**Customer & Technical Support Representative**  
**Merchant & Payment Services**  
***FinTech Processing***  
*Duties & Responsibilities*

FinTech Processing is seeking a Customer & Technical Support Representative - Merchant Services to join our team!

You will be responsible for helping FinTech's merchants by providing support and service to resolve merchant related requests and minor technical issues.

As a customer support and technical representative you will work in coordination with the Director of Technology to provide customer support across multiple channels. Your role will be a combination of direct customer service and merchant support combined with technical administrative assistance.

**Responsibilities:**

- Handle merchant inquiries, requests and complaints
- Resolve inquiries or brief appropriate department to complete the inquiry
- Troubleshoot and resolve minor equipment related issues and concerns
- Document and update merchant records based on interactions in our CRM database
- Develop and maintain a knowledge base of the evolving merchant related issues, equipment and services
- Communicate with internal departments to provide an efficient workflow to handle both merchant and technical related issues.

**Qualifications:**

- Previous experience in customer service, sales, or other related fields
- Ability to build rapport with clients, prioritize and multitask
- Experience in Merchant Services and technical aptitude is a plus
- Excellent written and verbal communication skills

**APPLY NOW!** We look forward to hearing from you.

FinTech Processing  
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