



Job Title: Client Services Professional

BillingTree Payment Solutions

The proven leader in on-demand payment processing, BillingTree empowers customers with competitive advantage through simplification of the billing and receivables process. By delivering the most innovative technology while making it as easy and inexpensive as possible to accept payments BillingTree has revolutionized the payments landscape. Our focus on innovation has allowed us to help over 1000 customers eliminate manual processes and automate their payment cycle. BillingTree – Growth is our Business.

BillingTree offers a stable yet dynamic work environment. As a leader in the world of electronic payment processing, BillingTree has established itself as the industry expert. If you desire to become part of an industry leader that not only does more than simply provide a service but also builds relationships based on education and expertise, then BillingTree is the work environment for you. We are currently seeking highly motivated and dedicated individuals interested in joining our growing staff of professionals.

Job Summary

BillingTree is seeking a full time Client Services Professional working within our Operations Team. Role is to provide both customers and end users with product and technical support.

Some of the primary roles associated with this position include:

- Respond effectively to incoming customer service calls, voicemail or email requests in a timely manner.
- Be able to identify the issue and develop a solution plan and communicate solution plan to customer satisfaction.
- Fully document and populate client service issues in the CRM (Salesforce.com) database in accordance with established procedures.
- Effectively engage the support teams of BillingTree vendors to resolve issues to the customer satisfaction.
- Communicate customer Product issues or enhancement requests to department manager.

Requirements/Qualifications:

- Electronic Payment Processing experience preferred, ACH and Credit Card.
- Financial background strength (education/experience or combination there-of).
- AAP Certification a plus.
- Strong Customer Service skills.
- Case management via CRM; Salesforce experience strongly preferred.
- Problem solving skills; ability to work/communicate with all levels of organization.
- Ability to negotiate conflicting conclusions among parties to resolve escalated situations/differences.
- Ability to balance multiple projects simultaneously.

Compensation: TBD D.O.E.

Hours: Full Time, Monday- Friday

Benefits: BillingTree offers a competitive benefits package to all our full-time employees. These benefits include: Medical, Dental, Vision, Short Term Disability, Life and 401K. Additionally, 2 weeks paid vacation, 7 days of paid time off and 7 paid holidays.

Location: Phoenix, AZ

Interested Candidates should forward their resume and salary history to resumes@mybillingtree.com