

Chargeback Specialist

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Company: Fuzu

Location: Nigeria

Category: office-and-administrative-support

Job Summary

Contract Type:

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Chargeback Specialist Requirements

2-3 years of experience in Chargeback (Acquiring), in a bank and other Fintechs.

Sound Knowledge of Chargebacks on all Card types (Mastercard, Visa & Verve) and domestic and international transactions.

Excellent communication skills and execution skills.

Problem-solving and result-oriented.

Proficiency in Microsoft Office Packages

Responsibilities

Review, processing, and timely resolution of Acquired Claims for Domestic and International transactions for Nigeria and its Affiliates.

Liaise with the relevant unit, transaction owners, and processors with a view to resolving open and work-in-progress claims.

Re-validate unsettled transaction position with the reconciliation team for closure.

Follow up on Third Party Dependent transactions on the Dispute Portals for resolution and

escalate appropriately.

Ensure timely processing and closure of claims lodged against Palmpay merchants on the appropriate Dispute Management portals

Provide email and phone support to acquirers and merchants for any dispute-related issues

Attend to all queries from clients on dispute issues and ensure they resolve promptly

Daily reconciliation of debits that arise from the chargebacks process and escalation to acquirers where discrepancies arise

Manage the refund process end-to-end and ensure all refunds are initiated and completed in a timely manner Resolution of Customer issues

Review and respond to mail inquiries

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