Peloton
Technologies

*Job Description*

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| **Position Title:** | Client Services Coordinator | **Job ID:** | 06 |
| **Supervisor's Title:** | Director, Product Development | | |

## Position Overview:

Peloton Technologies' business model focuses on three revenue sources: payment processing, application development, and hosting. The Client Services Coordinator ensures Peloton provides exceptional, timely, and efficient customer service which is essential to Peloton's business.

Client work comprises approximately 70% of the Client Services Coordinator's role. The Client Services Coordinator ensures client satisfaction by overseeing all financial interactions of the client relationship, including processing transactions, coordinating merchant account applications, and managing client requests/questions. The Client Services Coordinator is the first point of contact for clients and will deal with the full range of client needs, from supporting new clients transitioning to Peloton's services to completing routine transactions for long-standing clients.

Approximately 30% of the Client Services Coordinator's work supports the Corporate Services team. This role ensures both back-office procedures and monthly reconciliations are completed efficiently and accurately. The Client Services Coordinator is also a key source of information for team members, e.g., providing new or critical information that impacts their work, offering suggestions to streamline or further utilize Peloton's payments platform, assisting with the development of training material for clients.

## Accountabilities:

1. Support Client Relationships
    - Triage client requests (e.g., to support@, finance@)
        - First point of contact for clients
        - Assign task, using VSO, to appropriate team member (may assign to self)
    - Complete merchant account applications
        - Work with client to complete application process
        - Liaise with representatives from financial partners
    - Process client transactions
        - EFTs
            - Completes daily (at minimum) monitoring of financial partners' Returned Items report; enters any returns into Peloton's system. Alerts Finance team to any significant issues.
            - Watches for discrepancies, e.g. caused by transactions occurring outside of the EPP system, alerts management
            - Follows up with the clients, as required, on any transactions that trigger an alert.
            - Verifies new clients' bank account details through inspection of their uploaded void cheque.

- Wire Transfers
- Corporate Supplier Transactions
  - Facilitates periodic, scheduled customer transactions
  - Facilitates on-demand customer transactions
- Receipt/transaction confirmation generation

- Back office procedures:
  - Manages chargebacks: monitors financial partners' systems, updates Peloton's system accordingly, liaises with all parties to achieve a resolution.
- Customer service
  - Responds to initial client inquiries, escalates when required
    - answer questions, provide training material,
  - Proactive client service
  - Provide training to clients
- Reconciliation
  - Assist clients with reconciling their Peloton account with their financial institutions' accounts

2. Monthly Reconciliation Processes

- Reconciles the customer available funds from the financial system with the Peloton EPP records.
- Oversees the automated process of entering balance information and transaction details originating from financial institution files into the Peloton's system.
- Ensures fee data from financial institutions and Peloton EPP are recorded on a timely basis into the Peloton financial system
- Reconcile financial institution transactions to Peloton's Electronic Payment Processing (EPP) and bank accounts

3. Organizational Citizenship

- Works with Peloton's Management and Product Development teams to streamline processes, to add efficiencies to our processes and add value to Peloton.
- Ensures new/critical information is shared across the Development team and Corporate Services team

## Key Relationships:

- Clients
- Directors
- Controller
- Corporate Services team members
- Development team members

## Qualifications:

**Education**

Diploma in Business Administration or equivalent business experience

**Experience**

2-4 years' experience in roles with similar responsibilities or where transferable skills were utilized:

- Extensive experience in customer service
- Experience in a payments or financial environment, e.g., banking
- Experience in credit card and pre-authorized debit and credit processing environments
- Quickbooks accounting software (experience with other accounting software, e.g., Simply Accounting, Microsoft Dynamics, or Oracle JDE is an asset)
- Accounts payable/accounts receivable
- Familiarity with different jurisdictions' taxation mechanisms

**Knowledge, Skills, and Abilities**

Knowledge

- Detailed knowledge of Peloton's Payments Platform
- Understands payments including common payment methods (credit card, electronic funds transfers, bill payments) and the properties unique to each payment mechanism
- Understands the associated rules and regulations such as PCI compliance and CPA rules
- Understands the environment for and specific requirements of "card not present" and "card present" transactions
- Generally Accepted Accounting Principles and International Financial Accounting Standards
- Applicable legislation

Skills

- Outstanding customer service skills
  - Can build and maintain effective relationships
  - Develops rapport with clients
  - Recognizes and adjusts for clients' varying degree of skill/comfort with technology
  - Responds appropriately to difficult customer situations
- Excellent interpersonal communication skills
  - Verbal and written communication
  - Listening skills
- Detail oriented, highly organized, able to identify and set priorities
- Strong analytical skills and judgement
- Critical thinking
- Innovative and creative thinking
- Collaboration

Abilities

- Exceptional problem-solving skills – able to ask smart questions and assess the information being provided by the client to determine the true problem and identify appropriate solutions
- Can maintain the highest degree of confidentiality
- Can track multiple priorities and issues simultaneously
- Able to quickly identify unusual situations and escalate