



Job Title: Payments Consultant
Location: US Remote or Atlanta, GA
Job Type: Full-time

Company Description

Optimized Payments is an Atlanta based analytics and consulting firm helping companies streamline their payment operations. We are a growing, 15-year-old company looking for talented individuals who want to grow with us. Our client portfolio includes Fortune 500 firms such as Apple, Staples, Safeway, Priceline, AutoNation, and the U.S. Postal Service.

We're looking for a Payments Consultant who can jump into our highly collaborative team and make an impact quickly. You'll be empowered to make a significant contribution to the company's direction during a pivotal moment in our growth.

As a Payments Consultant, you are responsible for building effective ongoing relationships and ensuring that each client receives the optimal experience and payments performance outcomes, leveraging our expertise and our proprietary analytics platform. To be successful in this role, you will have a passion for payments analytics, and delight in providing continuous value to our merchant clients.

You will be one of the first to join a small energetic and passionate payments customer success team and hence will need to have a broad understanding of finance operations and credit card payments. This will require you to be hands-on with our customers as well as work closely with our data scientists. You will report to the VP of National Accounts.

Job Description

- Be our 'subject matter expert' with your clients, advising them on all things payments-related.
- Engage client stakeholders with the Optimized Payments analytics platform, driving to self-sufficiency in the reporting platform.
- Build long term relationships with members to optimize the value they get from the payments analytics platform.
- Become an advocate for your clients within the payments ecosystem, working with key players and vendors in the space to help optimize recurring payments processing for all merchants.
- Monitor payment transactions and engage when there are failures, alerts, chargebacks or other processing issues.
- Conduct RFPs as needed on behalf of and in conjunction with our clients, including those for processors, billing systems, chargeback mitigation & management vendors, and e-commerce.
- Use payments data to analyze processes that are helping or hindering payments success.
- Remain knowledgeable of current trends impacting overall payments effectiveness, and communicate these to your customers, along with solutions, proactively.
- Able to travel as needed
- Other duties as assigned.

Skills and Qualifications:

We are looking for someone with a strong background in Financial Operations and Credit Card Payments:

- Payment service providers such as Adyen, Chase, Stripe



- Recurring billing system providers such as Vindicia, Recurly, Zuora, Stripe
- Credit card scheme regulations, disputes and chargeback processes
- Global processing, including cross-border and local payment methods
- Deep understanding of how these all interconnect, and the resulting impact on credit card payments success
- A customer-centric relationship builder
- Analytical, able to dive deep into data to uncover and resolve problems
- Knowledgeable in payment operations and comfortable speaking with CFO's on issues and challenges of payment, reconciliation, fraud, risk, timeframes, cost
- Knowledgeable of global and regional payment rails
- Articulate and poised with a clear and concise spoken and written communication style
- Have an attention to detail and act with a sense of urgency
- 3+ years credit card payments experience, either as a merchant or at a service provider
- A solution-oriented problem solver and a champion of making work easier
- Able to break down ideas into building blocks, provide structure and define processes
- Analytical and critical thinker – you use both data and user input as the basis of your recommendations and assessments
- A self-starter, resilient and adaptable – you are comfortable working with ambiguity and are able to work remotely from your manager
- A team player who seeks and incorporates different points of view
- Have a 'can do' attitude and known for getting stuff done
- Effective and productive working from home with remote teammates

Why Consider Optimized Payments?

- Growing and highly profitable 15-year-old payments analytics and consulting firm
- Work with people who share a commitment to serving customers and having fun
- Opportunity to make significant impact to Company, Clients, and your career
- Benefits – standard 3-week vacation, stock options, 401k plan, medical/dental/vision benefits, HSA, FSA, dependent care FSA, company paid short-term and long-term disability insurance, company paid life insurance, full gym at Atlanta office, paid parking at Atlanta office.

For any inquiries, contact Rachel Frishe at rachel@optimizedpayments.com