



EVERLINK®

Delivering Payment Innovations

JOB PROFILE

E-TRANSFER SUPPORT SPECIALIST

ABOUT EVERLINK

Everlink Payment Services Inc. is a leading provider of comprehensive, innovative, and integrated payment solutions and services for 98% of credit unions, 55% of consumer-facing schedule 1 and 2 banks, and a broad range of SMEs across Canada. In addition to supplying best-in-breed technology infrastructure and payment network connectivity via our well-established Payment Network Gateway – with operational performance that continually ranks in the upper first quartile – we offer a diversified range of integrated payments Lines of Business including:

- Digital Solutions, enabling real-time payments for Retail Peer-to-Peer (P2P), Business (B2B/B2P) Payments, ISO20022 Payment Gateways and API Integrations for Financial Institutions and Services Providers.
- Card Issuance & Management, with a history of firsts related to Card Issuance Solutions, Everlink provides a fully managed, flexible, and turnkey experience, ensuring credit unions, banks, FinTechs and other payment card issuers are able to provide the card products they need, including debit and Co-badged cards.
- Fraud Management Solutions, operating one of the largest service bureaus in Canada for Fraud Management Solutions, Everlink offers credit unions, banks and fintech industry-leading and custom-designed solutions enhancing the protection of their members and customers.
- Mobile Payments, fulfilling critical service delivery requirements, Everlink remains at the forefront of NFC-based payments' evolution with extension to mobile wallets and other digital payment methods.
- Payment Network Gateway, operating a world-class payments technology infrastructure, Everlink's Payment Network Gateway Services provides connectivity to domestic and international payment networks for credit unions, banks and merchants to participate in.
- Professional Services, leveraging our extensive industry knowledge, expertise and capabilities, Everlink's Professional Services Team partners with our clients to navigate the ever-changing payments landscape, ensuring their technology capabilities remain relevant.
- Retail Solutions, enabling Card Present Point-of-Sale Acquiring, including Interac® eCommerce via dedicated Host to Host Payment Gateways for Payment Service Providers, FinTechs and Credit Unions.
- ATM Managed Services, supporting the latest technology and introducing innovations, Everlink powers ATM networks and transaction capabilities for credit unions, banks and cardholders domestically and abroad.

Complementing the strength of these eight primary Lines of Business is our ongoing commitment to Client-Centricity, the key element of our guiding principles. At Everlink, we are dedicated to building, maintaining and nurturing long-lasting relationships. To help our clients remain competitive and successful, we provide the innovative technologies they need to serve their growing base of members, customers, and merchants.

Our Guiding Principles



About the Role

Title

eTransfer Support Specialist

Reports To

Senior Software Architect

Challenge/Role

As an eTransfer Support Specialist, you will play a crucial role in ensuring the smooth functioning and customer satisfaction of our eTransfer services. This role involves handling inquiries, providing technical assistance, and collaborating with cross-functional teams to resolve issues promptly.

Responsibilities

Customer Support:

- Respond promptly to customer inquiries related to eTransfer services via various communication channels (email, phone, chat).
- Guide customers through troubleshooting steps and provide solutions to common issues.
- Maintain high professionalism and customer service to enhance customer satisfaction.

Technical Assistance:

- Offer technical support to clients and internal teams regarding eTransfer functionalities.
- Diagnose and resolve technical issues related to eTransfer transactions, ensuring minimal downtime.
- Collaborate with the technical team for complex problem resolution.



Issue Resolution:

- Investigate and analyze reported issues, working towards timely resolution.
- Document and track issues, providing regular updates to customers and stakeholders.
- Escalate issues to higher levels of support or development teams when necessary.

Training and Communication:

- Develop and deliver training materials on eTransfer processes for end-users.
- Communicate system updates and changes to both internal teams and external clients.
- Collaborate with the training team to ensure staff members are updated on the latest procedures.

Continuous Improvement:

- Contribute to the identification of areas for process improvement within the eTransfer support function.
- Provide feedback on common customer issues to inform product enhancements.
- Participate in regular team meetings and contribute to the development of support strategies.

Team

This is an individual contributor role.

About You**Education & Experience Requirements**

- Bachelor's degree in a relevant field or equivalent work experience.
- Proven experience in customer support, preferably in a financial or technology-related industry.
- Strong technical acumen and the ability to grasp complex technical concepts quickly.
- Excellent communication skills, both written and verbal.
- Problem-solving skills with a customer-centric approach.
- Familiarity with eTransfer systems and processes is a plus.
- Ability to work in a fast-paced environment and adapt to changes quickly.

Skills and Abilities

You also have strong interpersonal and communication skills and are able to build professional business relations within and outside the organization. These skills, paired with your strong commitment to customer satisfaction and teamwork and your ability to work collaboratively with other internal stakeholders, make you the ideal candidate for this opportunity.

What We Offer

- Competitive compensation
- Comprehensive benefits package
- Flexible working environment and office hours
- Opportunities for professional learning, growth, and career advancement

Interested candidates are encouraged to submit their application to Careers@everlink.ca maximum by **March 15, 2024**.



Everlink is committed to eliminating barriers and improving accessibility to our workplace for persons with disabilities promptly and in a manner that respects their dignity, independence, integration, and equality of opportunity. Everlink has an accommodation process in place and provides accommodations for employees with disabilities. If an employee requires a specific accommodation because of a disability or a medical need, we will work with them to make an appropriate accommodation. If you require an accommodation during the interview process, we will work with you to accommodate your needs.

