



Position No.	238
Status	Currently Available
Company Type	International Ecommerce, Finance
State	CA
Position Title	Order Review Representative
Hourly Wage	\$8-12
Opening(s)	2
Qualifications	
English Level	4.0-5.0
Experience	2-5 years credit card fraud prevention experience
Required Skills	MS Office
Remarks	<p>The company deals with international ecommerce, logistics and customs clearance facilitation. [Position] Order Review Representative [Responsibilities]</p> <ol style="list-style-type: none"> 1) Research and analyzes customer transactions for possible cases of fraud 2) Review client transactions using a pre defined set of rules to validate purchases and verify validity of transactions 3) Identify valid or fraudulent transactions 4) Contact international customers to verify purchases 5) Resolve customer problems using a ticketing system 6) Work with back office, vendors and partners to resolve problems 7) Record problem and resolution details in the ticketing system 8) Monitor voicemail, e-mail, messages, and related information for support inquiries. <p>[Skills and Requirements]</p> <ol style="list-style-type: none"> 1) Bachelor's degree 2) 2-5 years previous credit card fraud prevention or investigation experience 3) Experience in the following fields is essential: ecommerce, online payments, credit card processing, fraud screening and chargeback handling 4) Must be detail oriented with strong analytical and organizational skills 5) Go-getting problem solver with an ability to work simultaneously on various projects and bring problems to resolution independently 6) Demonstrated ability to communicate orally and in writing in a clear, concise and courteous manner 7) Skilled in the use of MS Office 8) Good understanding of the ecommerce environment and online shopping 9) Ability to coordinate a variety of activities and manage multiple priorities in a busy office Ability to work varying hours <p>Code: G</p>
Updated on	11/16/2009 12:00:00 AM