

*Our people* are our competitive advantage.



At Butterfield, we pride ourselves on being approachable, disciplined and proactive. If you embody these qualities and have the necessary experience, you may be the one we're looking for.

## Product Analyst – Merchant Services Card Services

This position reports to the VP, Head of Merchant Services and will assist in positioning the Bank's Merchant Acquiring products to remain competitive in the market. This position requires excellent interpersonal, technical and communication skills and the ability to understand and escalate issues appropriately.

### Your responsibilities will include:

- identifying prospective clients by working with other departments and making cold calls
- promoting and selling acquiring services and products to merchants, including calls to customers and potential customers, delivering presentations, closing sales agreements and arranging installations
- documenting and communicating business requirements for new products, programmes and services to Bank operations, IT and third-party service providers
- liaising with IT technicians, other internal service providers and third-party service providers to ensure adequate, timely and reliable support for existing and new products
- maintaining constant contact with customers, monitoring activity, maintaining and sharing accurate and relevant documentation
- preparing incident reports for all fault occurrences with assigned products
- assessing risks related to various product lines and where necessary recommending treatments; where controls exist; reviewing and reporting non-compliance in adherence to PCI Data Security Standards
- assisting merchants with hardware and software problems and reconciliations as needed
- maintaining merchant relationships, monitoring activity and the acquisition of new merchant business
- maintaining up-to-date systems and application knowledge and alerting merchants to new products and services
- maintaining high-level product knowledge of merchant processing products and a good understanding of the Merchant Acquiring industry in addition to trends and issues
- continually reviewing product efficiencies and where necessary make recommendations for improvements
- conducting user acceptance testing on new products and services and assisting in the rollout

### Your experience / skills may include:

- high school diploma plus five years of relevant experience (POS services)
- minimum of two years' progressive experience in merchant acquiring/e-commerce product environment
- sound understanding of the Bank's merchant products and services and of the applications that support them (FDR, MATC, Mastercard/Visa Online, etc.)
- strong analytical, technical and critical thinking skills
- excellent interpersonal and communication skills (written and verbal)
- excellent sales, negotiation and presentation skills
- excellent documentation skills
- ability to multi-task and work under pressure
- proficient in Microsoft Office suite of applications

CLOSING DATE: 19 September 2019

All applications should be forwarded **via e-mail** to: [resumes@butterfieldgroup.com](mailto:resumes@butterfieldgroup.com)

ATTENTION: Human Resources

Hardcopy applications will not be accepted.

[www.butterfieldgroup.com](http://www.butterfieldgroup.com)

THE BAHAMAS | BERMUDA | CANADA | CAYMAN ISLANDS | GUERNSEY | JERSEY | MAURITIUS | SINGAPORE | SWITZERLAND | UNITED KINGDOM

The Bank of N.T. Butterfield & Son Limited is licensed to conduct banking business by the Bermuda Monetary Authority.  
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**Butterfield**