

### **Job Location**

Naples, Florida (office in the Naples Accelerator behind ACI Worldwide HQ's)

### **Company Overview**

ConnexPay is a venture capital-backed start-up payments company launching game-changing technology that will upend modern e-commerce.

As an innovative financial technology and payments company, ConnexPay offers a combined merchant acquiring and virtual card issuing solution to mid-size corporations that act as an intermediary (i.e. travel agencies, e-commerce, etc.). The company's technology reduces risk, lowers the cost of payment acceptance, and eliminates credit challenges that many intermediaries experience. ConnexPay has numerous customers under contract representing billions of dollars in annualized payments spend, and intends to become the industry leader in payments for industries historically viewed as high risk to payment providers and sponsor banks.

### **Job Summary**

We are looking for a **Senior Account Manager / Customer Service Lead** with excellent communication and client-facing skills, strong organizational skills, and a willingness to work with a small and growing team to build and implement the highest level of customer support for the company's new payments platform.

It is important the individual have a strong and diverse business and customer service oriented background, preferably with payments industry experience, or financial services, software, travel industry, or other technology.

### **Responsibilities and Duties**

- Lead ongoing account management for newly on-boarded customers
- Will serve as main day-to-day point of contact for large customers post implementation
- Will work collaboratively with client's implementation manager to ensure seamless hand-off for support and account management
- Extensively coordinate with ConnexPay's outside service providers for second line support, and with internal colleagues for support escalation
- Cross department collaboration with ConnexPay's technology & finance teams to support customer needs

### **Qualifications and Skills**

- Bachelor's Degree in Business, Marketing, or related field
- 7-15 years of experience in customer service, account management, or customer implementations, with an element of front-line technology support
- Experience in payments, financial technology or banking strongly desired (i.e. FIS, Fiserv, ACI, TSYS, Elavon, First Data, regional or mega-bank etc.)
- A quick-learner willing to work both independently and as part of a team, with outside partners and service providers
- Strong client-facing skills that foster positive communications and trust with new customers as the business grows
- Experience working with geographically dispersed highly motivated and innovative teams
- Familiar with cloud-based tools (Office 365, Sharepoint, etc.)
- Entrepreneurial spirit with desire to work in fast-paced, start-up environment, with the ability to consistently deliver exceptional results on demanding timelines
- Limited on-call night and weekend availability to support customers for a period of time after launch
- Bi-lingual is a plus (Spanish)

## **Benefits and Perks**

ConnexPay will offer the successful candidate an attractive compensation package reflecting the size and scope of the role and the candidate's background. Other employee benefits include attractive medical, dental, and vision insurance, 401K retirement savings with employer match, company paid life insurance and disability coverage, unlimited paid time off and paid holidays. The company can be flexible with the right candidate for partial work-from-home.

**To apply please send cover letter and resume to Jacob Eisen at [jeisen@connexpay.com](mailto:jeisen@connexpay.com).**