

## **Reward Account Manager - Job Posting**

### **Why is this role important to Prepaid Technologies?**

Prepaid Technologies is a fast-growing company that offers electronic payment solutions to businesses throughout the US. These solutions utilize Visa, MasterCard and Discover prepaid vehicles and are distributed primarily through corporations.

Our focus is on providing three core solutions: Payroll Cards, Corporate Reward and Incentive Cards and Corporate Purchasing Cards.

Our growth has created opportunities to expand and reorganize our account service structure. We have structured a new Reward account service team and that team will have responsibilities around client relationships, client satisfaction, requests for referral and cross selling other solutions within our PT suite of services.

### **What are examples of work that this position does at PT?**

- Becomes an expert on our various products and the tools we use to manage these products - Specifically our Corporate Reward solutions
- Interact and speak directly with clients daily, helping answer questions and solve issues that may arise with their account
- Help support quarterly business reviews with key clients
- Train new customers on who we are, what product options they have and how to operate our systems to run their various reward programs
- Use our CRM tool to track clients and trigger correspondence for client satisfaction
- Look for ways to improve processes and procedures within our business
- Look for ways we can invest in automation to allow clients to better self-service themselves without losing our high touch feel
- Help educate existing customers on other products and services we offer
- Help department maintain bank & KYC compliance

## **Core Values**

- Be a team player
- Be productive
- Be nice to others
- Have fun
- Help us grow the business

## **Working at Prepaid Technologies:**

- Flexibility, honesty, trustworthy and caring
- Flexible Paid Time Off Policy
- Competitive compensation with 401K match
- Small business and growing
- Monthly Staff Outings
- Stocked Breakroom
- Dress for Success in your own personal style