

JOB TITLE: Subscription and E-Payments Services Analyst
DEPARTMENT: Professional Services
REPORTS TO: Subscription and E-Payments Manager
FLSA STATUS: Non-Exempt

JOB SUMMARY: The Subscription and E-Payments Services Analyst is a functional expert who specializes in onboarding, configuration, and support for ECRS electronic payments and other Subscription Services.

GOAL / OBJECTIVE OF ROLE:

- To provide ECRS customers the fastest possible onboarding of purchased Subscription Services while maintaining accuracy, empathy, courtesy, and professionalism.
- To grow and retain recurring revenue streams by helping to support the recurring revenue products.
- To support ECRS customers in their use of ECRS Subscription Services and E-Payments while maintaining accuracy, empathy, courtesy, and professionalism.
- To provide accurate and timely metrics and feedback to the ECRS Subscription Services Manager.
- Adhere to executive intent and department goals.

RESPONSIBILITIES:

- Execute all aspects of the configuration and setup of ECRS Subscription Services and E-Payments
- Support of ECRS Subscription Services and E-Payments
- Ensure that policies relating to Subscription Services and customers' use of those services are adhered to and improved on
- Act as a liaison to ECRS colleagues to help them understand and clarify questions about E-Payments and Subscription Services.
- Ensure that any documentation as it pertains to E-Payments and Subscription services is up to date by providing any new information to the appropriate team to document the information
- Maintain department day to day metrics with accurate and up to date information as directed by the Subscription Services Manager and Ecosystem & Database Integrity Manager
- Perform other related tasks assigned by the Subscription Services Manager, Ecosystem & Database Integrity Manager or Director of Professional Services

QUALIFICATIONS:

- Self-motivated/career oriented
- Strong written, telephone, and communication skills
- Strong organizational skills and ability to self-manage time efficiently
- Exemplary customer service skills, which includes a positive attitude, helpful customer interaction, and maintenance of ongoing customer relationship
- Strong personal desire to produce high quality work
- Ability to manage multiple priorities with flexibility to meet changing needs
- Strong understanding of timeline commitments and deliverables