



Job Title: Chargeback Specialist  
Date: 8/17/10

Reports To: Controller

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At OluKai, we build premium products for the ocean lifestyle. Our footwear is created using the highest quality materials and crafted into beautiful, functional and incredibly comfortable designs that reflect the spirit of the ocean lifestyle we all enjoy.

We are committed to creating quality products for our customers while leaving the smallest footprint possible on the planet. Our company philosophy is to be environmentally responsible as manufacturers and to pledge OluKai to actively support and work for a clean environment and a better quality of life.

Our customers and staff embody the connection that exists between people and the ocean, it is our Culture. We want to build a team of individuals who embrace this culture, and have a passion for providing premium products and service to our customers.

### **Description**

- Provides quality support in merchant disputes according to the OluKai, Wellsfargo, account, and credit card, rules and regulations.
- Identifies, prepares, and processes merchant correspondence related to retrieval requests and chargebacks.
- Reviews merchant sales drafts to ensure compliance with credit card regulations.
- Researches chargeback cases and retrieval requests.
- Provides support for inbound merchant calls related to retrieval requests and chargebacks.
- Reviews merchant and issuer correspondence and uses all resources available to properly decision chargeback cases. Identifies problems associated with merchant disputes and department systems and properly escalates/communicates to a member of the Chargeback Management Team.
- Accounts receivable chargeback reconciliations.
- Responsible for timely collection of past due accounts.
- Thorough documentation of customer interaction.
- Other responsibilities as needed.

### **Requirements:**

- Proficient in Excel
- 10-key calculator experience
- Strong communication skills both written and verbal
- Detail oriented and must be able to work independently and as well with a team
- Knowledge of Full Circle
- Experience working with a factor

### **Preferred Skills/Experience**

- Working knowledge of bankcard or merchant disputes
- Ability to identify and resolve exceptions and to interpret data
- Ability to manage multiple tasks/projects and deadlines simultaneously
- Proficient computer skills, especially Microsoft Office applications
- Basic verbal and written communication skills

### **Qualifications**

- High school diploma or equivalent
- 2-3 years of prior experience

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No headhunters or recruiters, please. OluKai is an equal opportunity employer.