

**Job Description:**

Vertisystem, Inc. is seeking a qualified professional to fill the position of a Business Analyst who will work in Baltimore Maryland. This resource must be customer focused, and should work well in cross-functional teams and value team excellence over individual productivity. The New Account Document Processing Department consists of Regulatory, Policy and Procedural SMEs which handle document validation, quality control, vendor escalations, and offer support to Branch offices, National Operations, and other Special Product areas firm-wide. The Senior Processing Representative is responsible for evaluating incoming documents and inquiries, performing the associated research, and making a determination of the validity of the action or document. The Representative must develop subject matter expertise across the department and have the ability to apply that knowledge in determining document validity.

**Job Responsibilities:**

- ) Act with a sense of urgency with a can-do attitude to address business need and accomplish goals
- ) Resolves conflict and facilitate discussion, quickly obtain relevant facts to resolve a problem
- ) Anticipates customer needs and consistently meets or exceeds their expectations
- ) Responsible for ensuring that downstream actions such as check and debit card orders or system blocks are executed accurately and efficiently to ensure that the firm is operating in compliance with regulatory rules and regulations.
- ) Responsible for handling quality sampling of new account documents processed in other areas and responding to escalated issues from those areas.
- ) Promote collaboration and team work and willingness to help others in and across the firm
- ) Maintain acceptable service levels and be able to continue to work effectively by remaining calm, confident, positive and clear minded regardless of the situation.

**Required Skills:**

- ) Must be dependable, well-organized, detailed oriented, self-starter with the ability to define work scope, tasks, and utilize resources in order to meet established Service Level Agreements
- ) Must be available to work varying shifts dependent upon volume and/or business need
- ) Must be able to work in a quota driven environment
- ) Must have excellent communication skills oral and written including the ability to write and listen carefully and convey information accurately
- ) Acts and communicates in a way that demonstrates a high regard for internal and external customers
- ) Demonstrate active learning-continuously seeking opportunities to develop a deeper understanding of the business

**Additional:**

- ) Computer Literacy
- ) Microsoft Office Suite

- ) Previous New Account experience is preferred
- ) Proven ability to learn other software packages
- ) Type a minimum of 35 wpm, Ten key by touch
- ) College graduate or high school graduate with equivalent work experience