



PreCash provides a convenient, real-time payment system that converts cash into electronic payments for consumers who choose not to have access to traditional payment methods such as credit cards or bank accounts. PreCash offers a unique suite of payment products that includes Prepaid Wireless Refill, Bill Pay, Deposits and Stored Value Products. As a single source solution, PreCash offers the retailer a simplified user interface and integrated settlement, reconciliation and reporting.

PreCash has been recognized in top 50 of Inc. Magazine and Deloitte Technology "500 Lists", and is a 3 time Houston Business Journal "Top 50 Fastest Growing Technology Companies". PreCash was most recently honored with the Better Business Bureau Award for excellence and is one of the best companies to work for in Houston.

PreCash has an immediate opening for and **Expanded Bill Pay Supervisor** to manage our payment processing department. We offer an excellent working environment, challenging business objectives, competitive compensation, 401K and great benefits package. If you are looking for a fulfilling opportunity in a growing company, we invite you to explore PreCash.

## **EBP Supervisor:**

### **MAJOR RESPONSIBILITIES / ESSENTIAL FUNCTIONS:**

- Supervise Expanded Bill Pay personnel
- Assist with hiring and training of EBP personnel
- Monitors day-to-day team activities
- Meet performance targets
- Monitor performance and progress of team for strengths and weaknesses
- Serve as a subject matter expert on all SP's we service.
- Maintain continual communication with agents regarding process changes, individual and team performance standings, and any other necessary information to assist in daily operations
- Prepare monthly review for Team
- Able to act proactively

### **REQUIRED QUALIFICATIONS:**

- Previous payments, bankcard or financial products sales experience
- 5 plus years of call center or telemarketing experience
- 2 years supervisory/managerial experience in a call center environment
- Proven successful sales management
- Ability to coach and develop personnel
- Experience with: telephony systems, ACD, IVR, quality control, call flow management and reporting
- Capable of working in a close team environment
- Strong attention to detail and ability to follow procedures with speed and accuracy
- Outstanding interpersonal and communication skills - listening, verbal and written
- Willing to work a flexible schedule depending on Payment Center demands
- Agent monitoring (quality control) experience
- College Degree in Business, Finance, Accounting, Management, or Liberal Arts