

Title: Credit Card Administrator

Location: London, UK

JOB SUMMARY:

Responsible for all aspects of administration, support, reporting and compliance with Client policies for the Client's global corporate card programs. The function works within vendor online systems and accounting system, supports Client employees and executives in the use and oversight of card programs and works in developing and maintaining card program policies and procedures.

RESPONSIBILITIES:

- Corporate Travel & Entertainment (T&E) Card
- Manage card program activities, including card issuance and closure, user setup and maintenance, and issue resolution, as well as issuance and enforcement of controls for ghost and single-use cards
- Manage control activities for card spending limits, single transaction limits and other restrictions
- Oversee internal control compliance with Company approval requirements
- Monitor processes for employee change notifications for new and terminated employees and card account updates, as required
- Manage card program accounting activities
- Oversee timely processing and payment of monthly card statements
- Monitor and verify accruals are accurately recorded, reconciling activity
- Review and approve monthly card program reconciliations; ensure investigation and resolution of exceptions
- Deliver high-quality customer service to cardholders
- Develop communications and maintain Company intranet information to help cardholders manage their accounts effectively
- Deliver training programs related to card programs and supporting software
- Maintain global card policies and procedures; implementing changes as necessary
- Educate employees on the proper use of cards, policy requirements and changes to procedures
- Support implementation of best practices and quality control
- Proactively monitor card program spend for compliance with Company policy to minimize credit losses and to identify financial risks
- Review and approve exception and compliance reporting; ensure tracking, investigation and resolution of policy violations
- Communicate audit issues and problems to management
- Handle security issues with discretion
- Manage reporting requirements; monitor and report on key performance metrics including card spend and supplier reports to identify trends and make recommendations for program enhancements
- Act as the primary interface between the Client and the card program vendor regarding card programs, emerging technology and program changes and enhancements
- Plan and coordinate the implementation of ongoing improvements to card programs

QUALIFICATIONS:

- A completed bachelor's degree with 2+ years of related experience
- Strong interpersonal, customer service and communication skills to support personnel, customers, and managers
- Good organization skills to balance and prioritize work and multitask
- Proficiency and experience reviewing, analyzing and reconciling data; strong attention to detail
- Ability to work independently and as part of a team
- Corporate Card Administration experience
- T&E reporting systems and report generation; problem solving skills to troubleshoot system problems, preferred
- Strong Excel, Outlook, Word software skills; Power Point skills a plus

Total Years of Experience: 2-5+