

Cruise Job Descriptions

FINANCE DEPARTMENT ON SHORE



All departments related to Finance and Administration, are below shore. A job in the Finance and Administration department on a cruise ship is very similar to a job you'd find in a five-star hotel or resort. The Finance Manager oversees all staff and crew in this department. In general, the Department does the following work on shore:

CREDIT CARD PROCESSING CLERK

Job Description

We are seeking a Credit Card Processing Clerk that will perform the duties of responding to Credit Card chargeback disputes; also, researching and processing Sail & Sign Research cases. Provide instructions for guests showing on the Guest Status Advisory Do Not Sail/Alert lists. The role will require work in conjunction with other teams within the company and must have the ability to communicate with contacts from banking institutions, credit card companies, and outside collection agencies. Requires excellent organizational and computers skills.

ESSENTIAL FUNCTIONS

- Respond and provide supporting documents, via website, to credit card companies for credit card chargeback dispute cases
- Request to add/remove guests on the GSAR Do Not Sail/Alert lists. Request to add travel agency & guest profiles on payment restriction
- Responsible for notifying and creating journal entries debiting respective departments for credit card chargeback disputes (Casino, Bon Voyage, Shipboard Accounting, etc.)
- Prepare journal entries to clear credit card chargeback statements; this is a bi-weekly process for chargeback invoices sent to exceptions that require manager approval to write off
- Reviewing chargeback bookings and contacting respective teams to make adjustments (Sailing Support, Guest Solutions, etc.)
- Research and respond to Sail & Sign Research cases in I-Care & Outlook (onboard charges, concessions, etc.)
- Provide coverage to research and give instructions to Guest Logistics and Shipboard Guest Services for guests appearing on the Guest Status Advisory Do Not Sail/Alert Lists
- Process payments to clear past due balances, due to credit card chargeback disputes, and Sail & Sign statement balances
- Monitor & provide instructions for daily Pay/Pal transactions, for purchases requiring further investigation

QUALIFICATIONS

- Associates Degree
- Minimum of 2 years experience with credit card dispute and fraud processes
- Proficiency in Microsoft Office (Excel, Word, Power point)
- Must have excellent interpersonal and communication skills

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- Ability to manage time effectively, set priorities and meet deadlines
- Must have the ability to multi-task and display a sense of urgency
- Ability to learn quickly and work in a fast-paced environment