Position Description

TITLE: Director, Payment Technology Services

REPORTS TO: SCS General Manager

STATUS: Exempt

SUMMARY:
Supply Chain Services, LLC (SCS) is a single member Florida limited liability company ("LLC") wholly owned by Restaurant Services, Inc. ("RSI"). SCS provides selected services to the global Burger King® restaurant system that are not provided by RSI including serving as the North America logistics agent for premiums (toys) and managing the development, manufacturing, and procurement of premiums for the worldwide Burger King® system. SCS’ vision is to provide customized, professional and mutually profitable purchasing and supply chain management services to our customers.

Restaurant Services, Inc., (RSI) is a not-for-profit, member-owned independent purchasing and supply chain management cooperative which acts as the exclusive purchasing agent and supply chain manager for the U.S. Burger King® restaurant system. Its Board of Directors is comprised of Burger King® restaurant operators and the company operate in a close working relationship with Burger King Corporation. RSI’s mission is to ensure, at the best cost and at established performance standards, a continuous supply of the products and services necessary to build, operate and maintain Burger King restaurants for the benefit of our members. Leverage data and technology to support improving restaurant profitability for our members. RSI’s vision is to be the best purchasing and supply chain organization in the food service industry.

Restaurant Brands International (RBI) is one of the world’s largest quick service restaurant companies with more than $32 billion in system-wide sales and approximately 26,000 restaurants in more than 100 countries and U.S. territories. RBI owns three of the world’s most prominent and iconic quick service restaurant brands – BURGER KING®, TIM HORTONS®, and POPEYES®. These independently operated brands have been serving their respective guests, franchisees and communities for decades.

The Director, Payment Technology Services will lead in collaboration with RBI and support restaurant operators in managing consumer electronic payment programs. The scope will initially be support for consumer electronic payments in the Burger King® system and may expand to other RBI brands subject to SCS securing shared funding for the position and related overhead from those brands. The scope of activities will initially focus on optimizing debit card transaction routing since they represent approximately 80% of the total consumer payments. Additional areas of future opportunity will include supporting both current and emerging electronic payment channels, including credit cards, gift cards and mobile.
RESPONSIBILITIES:

- Become and be recognized as subject matter expert (SME) for consumer electronic payment regulation and rules.
- Develop, in collaboration with RBI, electronic payments strategy.
- Investigate, advocate and facilitate implementation of innovation in the consumer electronic payment space.
- Lead fraud detection and management initiatives on behalf of the restaurant operators.
- Serve as liaison for external payment partners such as merchant acquirers, card brands, issuing banks and payment switch and routing providers.
- Identify and facilitate implementation of payment process improvements, including optimizing transaction costs. Ability to negotiate with processing partners is key.
- Work with merchant acquirers to streamline reconciliation processes for restaurant operators.
- Negotiate smart routing contracts for debit transactions and participate with RBI in negotiation of other electronic payment contracts.
- Establish, monitor and improve payment technology solution KPI’s.
- Support restaurant operator problem resolution escalation, including proactively identifying trends and seeking resolution.
- Represent supported restaurant brands at industry events and conferences.
- In the future, lead, manage and coach supporting staff members.

EDUCATION & EXPERIENCE:

- Bachelor’s degree; MS/MA/MBA degree preferred
- Minimum 7+ years of experience in payments across marketplaces, e-commerce, retail, digital media or financial services industries
- Payments/Merchant Services Provider-side experience, in an operational, financial and/or partnerships function.
- A thorough knowledge of payment practices including card-not-present processing, payment gateway functionality, credit, debit and prepaid and issuer authorization, decline and chargebacks
- Expert knowledge, skills and demonstrated track record across a range of functions including various payment applications and channels, including point of sale, tablet & table-top payments, and e-commerce
- Understanding the difference between least cost billing vs. least cost routing model
- Proven experience in reducing payment processing costs and building sustainable payment initiatives
- Demonstrate a bias for action in delivering innovative programs, resolving issues and to think and react in a high-energy, fast-paced environment
SUPPLY CHAIN SERVICES, LLC

● Manage, guide and grow a team of smart and passionate individuals to exceed team and department goals
● Be extremely focused on data and analytics to solve problems and a track record of driving results through continuous improvement.
● Demonstrated strategic thinking and cross-functional team influence
● History of effectively working with multiple teams to build new capability and implement projects
● Excellent written and verbal communication skills

OTHER QUALIFICATIONS:
● Demonstrated negotiation skills.
● Success managing strategic clients or accounts and dynamic account portfolios
● Problem-solving passion and customer service orientation
● Ability to and provide a high-level of detail in every action

APPLICATION All interested candidates should send resume and salary requirements to:
Supply Chain Services LLC, Maggie Hancock, Director, Human Resources @ mhancock@rsilink.com