

Job Title E-Services Payment Specialist

Short Description Responsible for accurate and timely processing of member payments as well as member related issues with Electronic banking services. It includes a high level of incoming/outgoing member service calls to resolve the more complex issues. Act as a source of knowledge for department policies and procedures.

Full Description
Role
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Major Duties and Responsibilities

Monitor, review and facilitate electronic transactions for members through multiple channel admin sites including, but not limited to: CU Wallet, Funds Transfer, Mobile Deposit, Online Banking, Bill Pay, and online payments. Perform daily bill pay program processing, place stop payments on bill pay items as requested and monitor reports in addition to assisting members and staff with Online banking and Bill Pay related issues.

Respond to secure messages in Online Banking and research issues with Online Banking, Wires, Mobile Deposits, Bill Pay and Debit/Credit Cards. Communicate with the proper vendors and staff to ensure a resolution and escalate issues through the appropriate channel when necessary.

Process debit card disputes which include filing the dispute with the vendor, communicating the progress of disputes with members/staff and follow up with the vendor to ensure a timely resolution. Monitor accounts for fraud trends and assist in processing the monthly write-offs.

Maintain debit card records which includes but not limited to adding a debit card exception, increasing card limits, setting travel alerts, troubleshooting declines and help manage risk cases.

Responsible for processing incoming and outgoing domestic and international wires as well as mail payments.

All other job responsibilities as assigned by management.

Comply with all company policies, procedures, and service standards. Comply with all applicable laws and regulations.

EXPERIENCE

Two to four years of accounting and/or financial industry experience
* A college degree will satisfy the requirement for 2 years of experience required.

EDUCATION

High school degree or GED required

INTERPERSONAL SKILLS

A significant level of trust and diplomacy is required to be an effective subject matter expert in the position. Ability to communicate information of a sensitive and/or highly confidential

nature is a normal part of the day-to-day experience. Communications can involve motivating, influencing, educating, and/or advising others on matters of significance. Ability to develop and foster strong working relationships with team members and members to ensure we are achieving the overall mission and vision of the credit union. Incorporate core values into daily activities and decisions.

OTHER SKILLS

Good written and oral communication skills Time management skills Ability to prioritize and multitask Logic and reasoning skills Attention to detail Microsoft Office.

PHYSICAL REQUIREMENTS

Is able to bend, sit, and stand in order to perform primarily sedentary work with limited physical exertion and occasional lifting of up to 10 lbs. Must be capable of climbing / descending stairs in an emergency situation. Must be able to operate routine office equipment including computer terminals and keyboards, telephones, copiers, facsimiles, and calculators. Must be able to routinely perform work on computer for an average of 6-8 hours per day, when necessary. Must be able to work extended hours or travel off site whenever required or requested by management. Must be capable of regular, reliable and timely attendance.

MENTAL AND/OR EMOTIONAL REQUIREMENTS

Must be able to perform job functions independently or with limited supervision and work effectively either on own or as part of a team. Must be able to read and carry out various written instructions and follow oral instructions. Must be able to complete basic mathematical calculations, spell accurately, and understand computer basics. Must be able to speak clearly and deliver information in a logical and understandable sequence. Must be capable of dealing calmly and professionally with numerous different personalities from diverse cultures at various levels within and outside of the organization and demonstrate highest levels of customer service and discretion when dealing with the public. Must be able to perform responsibilities with composure under the stress of deadlines / requirements for extreme accuracy and quality and/or fast pace. Must be able to effectively handle multiple, simultaneous, and changing priorities. Must be capable of exercising highest level of discretion on both internal and external confidential matters.

Nothing in this position description restricts management's right to assign or reassign duties and responsibilities to this job at any time.

ASE Credit Union is an Equal Opportunity Employer

Education

High School Degree or GED

Additional Comments

Credit Union

ASE Credit Union

State

Alabama

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Expiration Date	03/01/2022