

Job Title	Card Services Support Representative II
Short Description	Responsible for assisting members with a high level of commitment. Should have extensive knowledge of card's processes and procedures.
Full Description	<p>Position Description</p> <p>Department: Card Services Reports to: Supervisor, VP-Card Services Supervises: None Skill Levels: N/A</p> <p>Position Purpose</p> <p>The primary responsibility of this position is to support the credit union's Credit and Debit Card portfolios, while incorporating ACU's Mission: To offer members financial products that fulfill their needs, service that exceeds their expectations, and relationships that inspire their trust. In addition, this position requires incorporating ACU's Values with each member interaction.</p> <p>The Card Services Support position is responsible for assisting members with a high level of commitment, and to ensure the team's success by helping members and each other create a consistent, exceptional card payment experience. The individual will possess extensive knowledge of our card's processes and procedures, and take the initiative to create consistency and efficiencies for the member and/or team.</p> <p>Essential Functions & Core Duties</p> <ul style="list-style-type: none"> • Assist members with inbound and outbound calls regarding their credit and debit cards. • Proactively identify member's needs by attentively listening in order to ensure a seamless card and member experience. • Process account verifications, limit increases, travel requests, new card/account orders, Scorecard Rewards, Apple Pay, and ACU Wallet. • Assist with credit and debit card transactional declines, research, dispute, and fraud claims. • Maintain professionalism and provide next level service to members, the team, and all levels within ACU. • Ability and flexibility to adapt to constant changes to the payments space and systems enhancements. • Maintain up-to-date knowledge of ACU and departmental policies, procedures, and products. • Assist with daily, weekly, and monthly assigned back office job functions. • Participate in team meetings and/or huddles to support ACU's long-term Member Experience Strategic initiative. • Collaborate and communicate with Card Services'

management regarding problems and issues that arise for timely resolution.

- Other duties as assigned by Card Services Supervisor or VP of Card Services.

Qualifications

- One-year minimum of Credit Union or financial industry experience.
- High school diploma or equivalent.
- Strong research and analytical skills.
- Exceptional oral and written communication abilities.
- Excellent organizational, time management, and member service skills.
- Strong knowledge of organizational and project management skills, financial processes and procedures preferred.
- Intermediate or Advanced computer capabilities, including Word, Excel, and Outlook.
- Ability to work flexible hours and Saturdays as needed.
- Bi-Lingual in English/Spanish is ideal.

Performance Metrics

- Consistency and thoroughness assisting members.
- Ability to independently perform job functions and responsibilities with minimal oversight.
- Ability to proactively complete tasks, problem solve, identify and improve processes, and enhance products and services.
- Participation and collaboration in team projects, department initiatives, and assisting with implementing new technologies to improve the member and team experience.

Education	High School
Additional Comments	
Credit Union	Associated Credit Union
State	Georgia
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