

Job Title	Card Services Manager
Short Description	New Created position...
Full Description	<p>Role: Responsible for the staff and daily functions of the Card Services operations team. Develop and implement departmental policies/procedures, train, supervise, and evaluate the performance of assigned employees. Monitor operations and service delivered by vendors to ensure efficiency and compliance with Visa and federal rules and regulations for all plastic card programs (debit/credit/reloadable/gift cards.) Manage card issuance and plastic inventory for all card programs. Serve as Subject Matter Expert in lifecycle management of Reg E disputes/fraud cases including chargebacks and re-presentments. Manage fraud risks associated with card programs. Work closely with service vendors to implement new fraud mitigation strategies. Stays current on new developments in the card payment field, monitor trends and research new product offerings. Collaborate with internal team and service vendors to develop, plan and implement new products. Serves as after-hours point of contact for card services related disruptions.</p> <p>Major Duties and Responsibilities: Supervise performance of assigned team including scheduling, regular performance coaching/feedback, performance evaluations and deliver timely feedback. Direct corrective steps related to system and service vendor processing issues. Interface with vendors and internal staff regarding system processing, adjustments, and research requests. Monitor daily processing of work performed by internal team to ensure deadlines are met and in compliance with Reg E, fraud rules. Make decisions daily on exception situations and grant approvals for REG E claim disputes, fraud cases and escalated member issues.</p> <p>Develop, monitor and maintain fraud risk management programs and procedures in conjunction with Fraud Department. Analyze card fraud loss data to identify trends and develops strategies to proactively minimize future exposures and losses in collaboration with relevant departments. Monitor vendor service delivery and processing of chargebacks, pre-arbitration, arbitration, and compliance cases to ensure they are within Visa guidelines to maximize recovery of funds for the credit union. Prepare management risk reporting on trends, exposure and recommendations to enhance fraud management tools.</p> <p>Research new products/services and evaluate enhancements to determine feasibility, profitability and operational needs. Evaluate, promote and monitor plastic card trends in the industry to help grow the card portfolios. Assist with defining/refining plastic card strategy and roadmap to meet member needs and credit union strategic goals. Provide input on daily interaction with service vendors regarding service delivery, processing issues and enhancements for new or existing products/services. Lead or serve on project teams for card related implementations and enhancements to ensure smooth operational delivery and quality member service</p> <p>Coordinate routine self- audit of tasks completed by service vendors to ensure compliance with regulations and member service delivery</p>

expectations. Serve as SME for plastic card and REG E audit requests by providing documentation and participating in audit interviews.

Experience:

Minimum of 5 years progressive experience in financial institution operations, preferably management experience, with emphasis on plastic card programs and REG E claim handling. Proven work experience with Visa guidelines to include understanding of chargeback and representment process. Working knowledge of Visa Online and VROL. Proficient in Regulation E. Broad knowledge of back-office procedures in member service, account servicing and Credit/Debit programs.

Interpersonal Skills:

A significant level of trust, credibility and diplomacy is required. In-depth dialogues, conversations and explanations with customers, direct and indirect reports and outside vendors can be of a sensitive and/or highly confidential nature. Communications may involve motivating, influencing, educating and/or advising others on matters of significance. A significant level of trust, credibility and diplomacy is required. In-depth dialogue, conversations and explanations with customers, direct and indirect reports and outside vendors can be of a sensitive and/or highly confidential nature. Communications may involve motivating, influencing, educating and/or advising others on matters of significance. Typically includes subject matter experts as well as first level to middle managers.

Other Skills:

Excellent verbal/written communication skills

Ability to handle multiple priorities

Proven ability to manage complex projects

Physical Requirements:

Perform primarily sedentary work with limited physical exertion and occasional lifting of up to 10 lbs. Must be capable of climbing / descending stairs in emergency situation. Must be able to operate routine office equipment including telephone, copier, facsimile, and calculator. 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 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 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.

Community First Credit Union is an Equal Opportunity Employer
M/F/D/V

Education	Bachelor's degree or its equivalent in coursework or training.
Additional Comments	Please apply online www.communityfirstfl.org
Credit Union	Community First Credit Union
State	Florida
Contact Name	Sylvie LaBerge
Email	laberges@c1cufi.org
Phone	904-371-8030
Fax	
Expiration Date	09/15/2021