

Position**Quality Assurance Auditor Card Services**

req1230

Vinings (Cumberland Blvd)

Full Time

Job Description

Delta Community is one of the largest and fastest growing credit unions in Georgia. Our rapid growth has created additional career opportunities within the organization. We are looking for energetic, flexible, and service oriented individuals for the following position.

The Card Services Quality Assurance Auditor participates in the daily operations of all functions of the Card Services area of Delta Community Credit Union. The Card Services Auditor meets regularly with Managers and reports audit findings and essential feedback for awareness and coaching/training opportunities. The Auditor also assists in the completion of regularly recurring or special projects on an as needed basis. The Auditor remains current on all Visa/Interlink/Plus/Shared Branching operating regulations including chargeback, compliance, and arbitration rights.

Practices safety conscious behaviors in all operational processes and procedures.

Essential Functions:

- Audits each stage of the card fraud/dispute chargeback process to ensure regulation adherence, general ledger reconciliation, efficiency and quality
- Reviews file maintenance on member accounts verifying accuracy and that each operational function is executed in accordance with credit union timeframes and guidelines
- Prepares weekly Case Management reports and provides to Advisors to track status of fraud/dispute chargeback cases
- Improves and develops audit procedures for the department and evaluation criteria to be used for monitoring employee performance and minimization of financial losses
- Document all current processes/procedures of the Auditor role to ensure successful business continuity
- Submits quarterly Plastic Card Reporting/Proof of Loss spreadsheet to track card fraud losses for insurance claim reporting
- Assists Card Services Manager in managing multiple vendor relationships professionally by holding them to Service Level Agreements (SLAs)
- Assists Card Services Manager with assessing current departmental processes/procedures and proactively initiate viable process improvements that could provide departmental efficiencies and/or enhance the member service experience.
- Performs various monthly statistical and vendor reports as needed

Other

- This description reflects management's assignment of essential functions; it does not prescribe or restrict the tasks that may be assigned.
- This job description is subject to change at any time.

Job Qualifications**Basic/Ideal or Required Minimum Qualifications:**

- High School Diploma or equivalent.
 - 3+ years in a member/customer support role with a concentration in credit/debit card related work.
 - 2+ years experience in a financial services institution.
 - 1+ years' experience in auditing credit/debit card activity.
 - Demonstrate the following attributes: the ability to work under pressure and meet established deadlines with minimal supervision, the ability to self motivate, the ability to organize and prioritize work, the ability to handle multiple tasks concurrently and timely and highly developed analytical skills.
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- Complies with all Credit Union policies and procedures including those related to Bank Secrecy Act, OFAC, Regulation E, and Regulation J.

Preferred Qualifications:

- Experience with chargeback, fraud claim, and/or dispute processing.
- Experience with Symitar and Visa Online software.
- Analytical experience in a credit union or financial services industry.

To view more information related to this position, please click on the link below.

[Delta Community Credit Union QA Auditor Card Services Req 1230](#)