

**Position:** Card Services Manager  
**Availability:** Monday-Friday  
**Location:** Tallahassee, FL  
**Reports To:** AVP / Account Operations

**Duties**

Provide exceptional member service to all internal, external, and potential credit union members that meet the Service Promises and Standards of the Credit Union.

Responsible for the day-to-day operations of the Card Services Department and directly supervises the Card Services Team. Oversight of all fraud and dispute resolution functions for plastic card related fraud, including processing, recording, and maintaining all aspects of the fraud/ negative balance files.

Responsible for the review of ATM, SBO and Mobile deposits, ensuring the lowest possible loss to the Credit Union. Perform other duties as assigned and support all areas of the credit union.

**Qualifications**

A 4-year degree from an accredited college or university in Business, Finance, Accounting, Management, or related field is preferred. Two (2) years of experience in the same or similar industry. A minimum of one (1) year of supervisory experience. Ability to travel and provide own transportation. Varying hours (nights, weekends, and holidays). Must be bondable. Must adhere to all applicable Bank Secrecy Act (BSA), Anti-Money Laundering (AML), and Office of Foreign Assets Control (OFAC) laws and regulations.

**Apply To:** [env-hr@envisioncu.com](mailto:env-hr@envisioncu.com)