

EXCEL FEDERAL CREDIT UNION

POSITION DESCRIPTION

POSITION: Card Services Representative

SCOPE: Position serves as the Coordinator for all aspects of Credit, ATM and Debit card products offered by the credit union.

AUTHORITY: Reports to the Executive Director of Operations

DUTIES AND RESPONSIBILITIES:

- Provide information to members on the plastic card products and benefits.
- Respond to member inquiries/problems in a courteous and professional manner.
- Process applications and/or requests for ATM, Debit and Credit Cards.
- Perform maintenance and/or updates on the plastic card products offered.
- Provide in person or by telephone information concerning the credit union products and services.
- Update plastic card procedures when necessary.
- Provide assistance in training staff on plastic card products/benefits.
- Make recommendations for enhancements to the plastic card products as needed.
- Cross sell all consumer services.
- Assure the proper maintenance, cleanliness and security of work area, desk, equipment, etc.
- Occasionally perform backup teller and receptionist duties.
- Perform other duties as assigned and may assist branch personnel when needed.

PERSONAL REQUIREMENTS:

- Excellent verbal and written communication skills.

- Thorough knowledge of credit union procedures and policies pertaining to area of responsibility.
- Experience in banking/financial institutions with similar duties and responsibilities for a minimum of one year.

This position has regular working hours and compensation includes a generous employee benefits package.

To apply, please send your resume to info@excelfcu.org