



Position: Card Services Specialist

Summary:

To perform a variety of functions for Card Services, which includes all credit union card products (ATM, MasterCard Debit and VISA Credit Cards). These functions may include, but are not limited to the following: assisting new and returning members with questions and concerns about ATM cards, debit cards and VISA credit cards, troubleshooting issues with card denials, processing of VISA Credit Card payments, production of instant issue cards in branch, picking up and processing all returned cards via US mail.

Essential Functions & Job 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.
- Process payments, limit increases and decreases and setting travel plans for cardholders.
- Provide in person or by telephone information concerning the credit union products and services.
- Monitors Card Services Phone/Email accounts.
- Update plastic card procedures when necessary.
- Provide assistance in training staff on plastic card products/benefits.
- Make recommendation for enhancements to the plastic card products as needed.
- Cross sell all consumer services.
- Perform other duties as assigned and may assist Operations department when needed.



Performance Measurements:

- Carryout assigned responsibilities meeting all deadlines with respect to settlement activities, with minimum errors that result in losses to the Credit Union, in accordance with established departmental guidelines. This should be accomplished with zero unresolved errors.
- Provide friendly informed, professional, accurate service and support to all members and associates.
- Complete assigned processes with limited errors while meeting required deadlines and policies.
- Produce required reports accurately and in a timely manner.
- Troubleshoot and resolve member and internal inquiries in a timely and accurate manner.

Knowledge and Skills:

- Experience: One year to three years of similar or related experience.
- Education: A high school education or GED.
- Interpersonal Skills: Work normally involves contacts with persons beyond immediate associates generally regarding routine matters for purposes of giving or obtaining information which may require some discussion. Outside contacts take the form of service to the public (members or vendors) requiring ordinary courtesy in providing assistance and information.
- Other Skills: 10-key proficiency; must be able to operate general office equipment including calculator, copy machine, Microsoft office, Microsoft excel, Microsoft Outlook, telephone; required lifting and motions tasks.