

Job Title	Card Services Representative
Short Description	We have a full-time career opportunity available in our “Card Services Department”.
Full Description	<p>POSITION SUMMARY Performs duties to assist members and staff in the Card Services Department. Should be flexible and able to multi task. This position requires great attention to detail.</p> <p>REQUIRED KNOWLEDGE, SKILLS, AND ABILITIES Must be comfortable working with multiple internet-based card systems and software. Must possess good telephone, typing, calculator, communication, and organizational skills. Should have excellent oral and written communications skills.</p> <p>ESSENTIAL DUTIES AND RESPONSIBILITIES</p> <ol style="list-style-type: none"> 1. Answer incoming member and team member calls. Respond with tact and courtesy. 2. Complete card maintenance for debit and credit programs. Requests may be delivered via email, phone, and/or mail. 3. Process credit card payments and adjustments. 4. Answer questions regarding lost or stolen card claims for credit and debit. 5. Make outbound calls on open fraud cases and decision cases appropriately. 6. Pull and work daily debit and credit reports. 7. Balance daily ATMs and resolve any out-of-balance situations promptly. 8. Complete daily settlement balance reports and clear any out-of-balance situations promptly. 9. Prepare and deliver monthly credit, debit, and ATM reports. 10. Complete monthly Issuers Clearing House entries for credit card denied applications. 11. Prepare and mail closed credit card letters. 12. Prepare and deliver member communication via print and email. 13. Review and approve mobile wallet requests. 14. Complete daily mobile wallet reports for credit and debit. 15. Open new credit card accounts. 16. Work with Collections to block and unblock cards as needed. 17. Review and file Cash Advance receipts. 18. Required to follow policy and procedures related to Bank Secrecy Act (BSA), Anti Money Laundering (AML), OFAC and the USA Patriot Act, Customer Identification Program (CIP) and Customer Due Diligence (CDD). Understands that failure to comply with these requirements may be subject to strong disciplinary action, up to and including termination by the Credit Union, as well as civil and criminal penalties. 19. Perform other duties as assigned. <p>SUPERVISORY RESPONSIBILITIES None</p>

PHYSICAL DEMANDS

For physical demands of this position, see HR. Reasonable accommodations may be made to enable person with disabilities to perform the essential functions.

EXTERNAL RELATIONSHIPS

Has regular contact with Credit Union members and staff. Has limited contact with other outside vendors.

HOURS

Department hours are Monday – Friday, 8am-5pm CST. Hours may change based on department

Education

High school diploma or the equivalent. Minimum 1-year experience working in a financial institution preferred.

Additional Comments**Credit Union**

Members First Credit Union of Florida

State

Florida

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Fax**Expiration Date**

08/19/2022