

Job Title	Card Services Manager
Short Description	MidSouth Community Federal Credit Union is seeking to hire a talented individual who is driven by the desire to serve others in our back-office Card Services Department.
Full Description	<p>Who Are We?</p> <p>As the oldest locally-owned financial institution in Middle Georgia, MidSouth Community Federal Credit Union focuses on its members each day -- both external and internal. All team members recognize the importance of Helping People Afford Life and it is at the heart of what we do.</p> <p>A Day In the Life as a Card Services Manager</p> <p>The primary role of a Card Services Manager (Exempt, Grade 11) at MidSouth Community FCU is to direct the daily operations of the Card Services Department, assist members with daily operations of their card accounts; control issuing, blocking, or renewal of credit cards/ATM cards/debit cards.</p> <p>The Card Services Manager will lead a team that is housed at our Mercer University Drive branch in Macon, GA. This department is a busy and fast-paced environment, handling inquiries and providing assistance to a variety of individuals each day. As a Card Services Manager, you would provide support to internal team members and external credit union members regarding credit union products and services. You will also process critical credit union functions within the Visa Card Program, including the processing of approved credit card applications, ordering credit and debit cards, and account maintenance.</p> <p>What Are We Looking For?</p> <p>If you have worked in a financial institution in a back-office support role or if you have been customer/member-facing in a role that requires a high level of accuracy and attention to detail, this position may be perfect for you!</p> <p>In an ever-changing world of banking, we are looking for someone who is adaptable to change and willing to see a task through from beginning to end. Additionally, we are looking for a person who is able to effectively balance priorities, while maintaining a level of high professionalism and courtesy to all members.</p> <p>Experience: Three to five years of similar or related experience</p> <p>Education: (1) A two year college degree or (2) Completion of a specialized certification or licensing (3) Completion of a specialized training courses conducted by vendors, or (4) job-specific skills acquired through an apprenticeship program.</p>

Interpersonal Skills: Work involves much personal contact with others inside or outside the organization for the purpose of first-level conflict resolution, building relationships, and soliciting cooperation. Discussions involve a higher degree of confidentiality and discretion, requiring diplomacy and tact in communication.

How is the Work Schedule?

The Card Services Manager position is a full time role, working typically 40 hours weekly. There is a Saturday morning rotation for each person in the department. For this rotation, one person in the department would be scheduled to work during our open hours of 9 AM to 12 PM on Saturday, and would work a half-day during that week prior.

Are You Ready to Join Our Team?

Our recruiting cycle includes reviewing all applications, conducting phone interviews, and conducting face-to-face interviews. Once we review your application and resume, you will be contacted by phone if you are selected to move forward in our hiring process.

We will reach out to every applicant once the position is filled to inform you of the status of the position.

Note: This position has been posted for both internal and external candidates.

Additional Notes

This position description is not all inclusive. The person hired for this role will be required to perform other duties as deemed necessary.

All external employment offers are subject to the satisfactory completion of reference, credit, drug, alcohol, and background checks

Education

(1) A two year college degree or (2) Completion of a specialized certification or licensing (3) Completion of a specialized training courses conducted by vendors, or (4) job-specific skills acquired through an apprenticeship program.

Additional Comments

To Apply, visit <https://midsouthfcu.applicantpro.com/jobs/>

Credit Union

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