



Card Services Representative

Non-Exempt | Hourly (\$15.53-\$21.18)

OVERVIEW

The Card Services Representative is responsible for researching and processing debit card disputes, debit and credit card maintenance, and other file maintenance activities. The CSR is also responsible for balancing and posting various card service settlements and provides support with ATM/PTM management. The CSR reports to the VP of Finance & Card Services.

DUTIES AND RESPONSIBILITIES

- 30%** Process debit card fraud claims and merchant disputes, to include communicating with staff, members, vendors, and merchants. Performs all functions necessary to investigate claims and post provisional credits within appropriate timelines.
- 30%** Inputs and/or validates new credit cards in internal and external systems, processes balance transfers and credit card file maintenance in agreed upon timeframes and following all security procedures.
- 20%** Responsible for various card services tasks including but not limited to imaging, settlements, reconciliation, reporting, and terminal support. Communicates closely with Card Services Coordinator on daily tasks and work load.
- 15%** Provide information and support to all staff regarding credit, debit, and ATM inquiries. Provides information and services to members, cross-selling products and services where appropriate.
- 5%** Perform other duties as assigned.

Must comply with all company policies and procedures, applicable laws and regulations, including but not limited to the Bank Secrecy Act, the Patriot Act, and the Office of Foreign Assets Control.

EDUCATION AND EXPERIENCE

Experience

Six months to 2 years of similar or related experience
Financial institution experience preferred

Education

High school education or GED required

Skills

- Ability to maintain a significant level of trust, confidentiality, and professionalism
- Adept at prioritizing multiple and sometimes conflicting tasks
- Outstanding financial and organizational skills
- Advanced proficiency in Microsoft Office (Word, Excel)
- Ability to communicate effectively in difficult conversations

ADA REQUIREMENTS

Individuals must perform primarily sedentary work with limited physical exertion and occasional lifting of up to 25 lbs. Must be capable of climbing and descending stairs in an emergency. Must operate standard office equipment including computer, conference room monitor, telephone, copier, facsimile, and calculator. Reasonable accommodations may be made to enable individuals with disabilities to perform essential functions.

ACKNOWLEDGEMENT

This job description is not a contract and should not be presumed to guarantee employment. Infuze Credit Union is an Equal Opportunity Employer and does not discriminate against employees or applicants based on race, color, religion, gender, national origin, disability, age, or any other category protected by law.

EMPLOYEE

DATE

AUTHORIZED REPRESENTATIVE

DATE